

# CASE STUDY

## The Citizen-Centric City

Improving Safety & Security while ensuring greater Preparedness and Prevention



CITY OF CAPE TOWN  
ISIXEKO SASEKAPA  
STAD KAAPSTAD

Making progress possible. Together.

Powered by  
**SAP HANA®**

### The business Challenge

*Towns and Cities require an integrated technology solution that facilitates the co-ordinated, multi-disciplinary preparation, mitigation, response, and successful and timeous resolution of all Public Safety incidents.*

In today's challenging Public Safety environment, the ability to understand and respond to the needs of the public is essential.

**Greater preparedness, improved awareness and effective resource utilisation** all lead to **enhanced resilience**. This is the core of a strategy that will transition the city towards providing an environment that is safer and healthier for everyone.

In many instances the policies, processes, co-ordination, and systems governing public safety resources are disparate, and based on poor or old technology. Information Management is challenged, and the integrity of the data, whether statistical or operational is often poor.

This can result in inaccurate decision-making, and delayed strategy execution. Operational activities are seldom based on real-time analytics, but rather on experience and common-sense.

#### ABOUT THE CLIENT

The City of Cape Town is a major South African Metropolitan City, responsible for a resident population of over 3.7m, an annual tourist count of 4.2m. The city covers an area of 2,461km<sup>2</sup> with almost 300km of coastline. The city has a Safety and Security Directorate with approximately 4000 personnel and a fleet of over 1800 emergency and support vehicles.

#### INDUSTRY

Local Government

#### BUSINESS CHALLENGE

In today's complex public safety environment, rapid service delivery, operational efficiencies and successful incident resolution is key to positive citizen perception. EOH's Public Safety solutions empower local government to achieve the above in a coordinated and cost-effective manner.

#### EOH SOLUTION

- SAP Hana Enterprise
  - SAP CRM
  - SAP Contact Centre (formerly BCM)
  - SAP Investigative Case Management (ICM)
  - SAP Complex Event Processing
  - SAP Data Services
  - SAP Mobile Platform, incl. Afaria
  - SAP BOBJ
  - EOH Computer Aided Dispatch with GIS\*
  - EOH Emergency Responder Mobile App\*
- \* EOH-developed solutions

#### BUSINESS IMPACT

- Greater Preparedness
- Improved Awareness
- Effective Resource Utilisation
- Enhanced Resilience



# EOH

Systems make it possible...  
People make it happen.

# The Solution

*EOH Emergency Suite is the single, integrated Public Safety solution that facilitates all the city emergency and policing departments to register and manage their activities.*

From the emergency **Call-taker** to the **Dispatcher**, EPIC assists the department to ensure the most appropriate response is provided to the citizen, whilst **Mobile Field Enablement** provides officers in the field with the necessary technology to be effective and remain safe.

Mobility also ensures that officers are able to work smarter reducing the amount of time in the office, and the **Workforce Management** module helps the department optimise the resources based on activity demand.

Enhanced Business Intelligence is provided by the **Reporting** solution, thereby improving decision-making and strategy execution in real-time. **Investigative Case Management** provides a solution to bring all the data together and improve the accountability in all areas.

## The achieved Benefits

*By consolidating emergency & policing incident management and resource planning onto a single integrated platform, numerous operational and efficiency benefits are achieved*

The contact centre solution allows for the deployment of either a centralised or decentralised call taking architecture, enabling strategic placement of call centres and redundant facilities without affecting operations. Likewise, the ability to manage a multi-disciplinary response in real time, with accurate situational awareness, ensures that the best possible use is made of scarce resources.

Real time distribution of data to all involved parties via mobile technology means that everyone always has the correct information and can make informed decisions. Accurate reports and statistics are available instantly and are fully auditable, ensuring compliance with legislative and operational requirements.



## Contact

# Our Details

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