

Tuesday 22 September 2020

The CGECOS – How it Operates

The Centre for Incident Management and Emergency Operations (CGECOS) is a technical tool for use by Monaco's Fire and Emergency Service, enabling it to manage emergency requests in the Principality 24 hours a day, seven days a week.

This centre oversees liaison and management of resources used in the field, in conjunction with various partners: remote alarms, in conjunction with Monaco City Hall, "silent" alarms for sensitive establishments, the Department of Forward Studies, Urban Planning and Mobility's Integrated Mobility Management Centre, the Police Department's Monitoring and Operational Command Centre and the Fire and Emergency Department of the Alpes-Maritimes.

This Operations Centre is equipped with new features, both in the field of operational management (such as mapping, CCTV feedback and drones) and in the functioning of the system itself, with a real capacity for adaptation and development. It thus brings the Fire and Emergency Service into the digital age, for the benefit of populations in emergency situations on the Principality's territory and in neighbouring French towns.

In particular, the CGECOS will make it possible:

- To use on-board computing in vehicles, by means of connected tablets;
- To deploy a mobile app for smartphones, for the use of all personnel, where each person can view their daily and weekly schedules, holidays, receive operational and administrative alerts, monitor interventions, etc.

All these features are designed to save time and assist with forward planning.

After consultation, the SYSTEL SA company was chosen for the design and development of an information system to meet the needs of Monaco Fire and Emergency Service. SYSTEL is currently the market leader in the field of Systems and Telecommunications for the Departmental Fire and Emergency Services and is based in Aytres, near La Rochelle. It provides Civil Security with technological expertise, know-how and a capacity for constant innovation. Today, it equips almost half of the Departmental Fire and Emergency Services in mainland France and the French overseas Departments and territories, as well as many foreign fire services (such as the British, Scottish, Irish, Swiss and Belgian fire services).

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