

STARCOM CONTROL

CENTER



The control center application is designed for operational security centers to handle various situations including theft, accidents, and driver emergency.

The application includes a customizable, flexible generator for procedures that enables the appropriate procedure to be defined for each event in accordance with the customer's instructions and with the event's location.

For each event, the quality of the response depends on identifying the type of event, and on performing the procedures, clearly and promptly.

In order to speed up the response process even when the load is heavy on the operator in the center, this software displays all the stages of response for each type of event. The procedures are tailored to each center with respect to the customer's requests, local regulations, laws, and language. For example, in case of a theft the first action is to contact the customer in order to receive the customer's code number and verify that the vehicle had indeed been stolen. The second action is to immediately contact the nearest patrol and notify the police. The third action is to notify the insurance company; and so on. On the other hand, in case of an accident the first action is to contact the rescue service, the second is to contact the police, the third is to contact the customer's personal physician, and after that the family will be notified and so on.

The event's specific geographical location determines which station receives the call. For some events, the customer can ask for an individual procedure. For example, in case of an accident the customer might specify which hospital to contact, which physician to phone, and whether or not to automatically display medical data such as blood type and sensitivity to medicines.



Additional features:

- ◉ **Replay the events:** An entire event can be replayed on a map or in a report that reflects all the notifications and also notes the location of the vehicle, the condition of the motor, the speed, and the actions that were taken.
- ◉ **Log of the control center's activities:** A report can be produced that describes what occurred at the control center, starting with the moment the event was received. The report can present various cross-sections of analysis by event, by operator, etc.
- ◉ **Production of further reports:** Reports can be produced on the basis of various data; they can include sales and marketing reports according to distributor/period, maintenance reports, etc.
- ◉ **Transmitting events to remote stations:** The software can send an event to a remote station, such as a police station or rescue station.
- ◉ **Database management:** The software provides for management of various databases such as customer data, police stations, etc.
- ◉ **Customer relations management (CRM):** The application documents the conversations held with customers and provides the ability to quickly view the entire service history of a specific customer, and schedule future actions.
- ◉ **Authorization management:** The software can grant different authorizations to different operators, as specified.