

# ECHO – Electronic Call Handling Operations

A new revolution in alarm signalling!

Industry update June 2018



Electronic Call Handling Operations

# What is ECHO?

- Trade body driven initiative
- Automating the passing of alarm activations from the ARC to the emergency services (ES)
- A technology driven solution providing a platform for all ARCs to pass calls to the ES
- An opportunity for the wider industry and ES to address the demands of 21<sup>st</sup> century



# Why ECHO?

- Increase efficiency & reduce errors in passing calls to ES
- Provide a common platform OPEN to all
- Enable electronic URN management
- Open-up new technological 'value add' services to ES
- Differentiator for 'approved' market
- A solution to meet NPCC policy – 2020

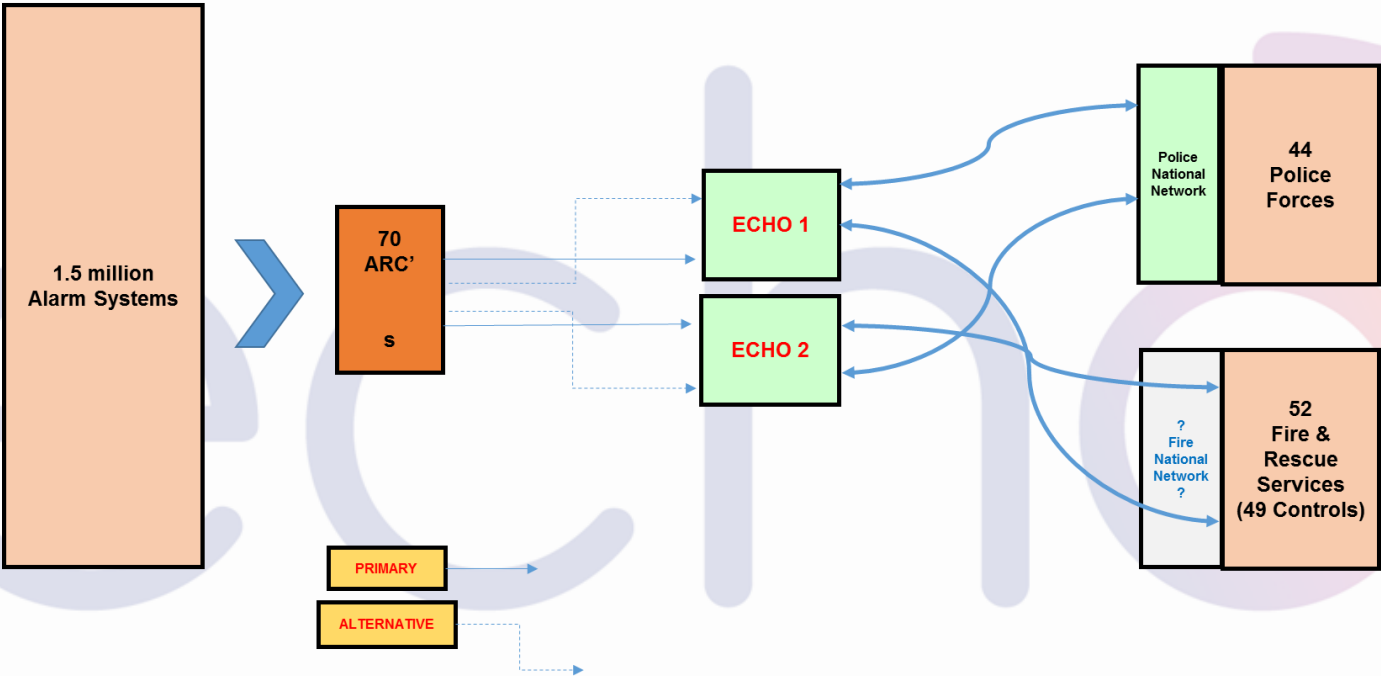


# When will ECHO be available?

- ECHO formed August 2017
- Home Office JSaRC funding secured
- Partner organisations supporting ECHO
- Technical solution currently being identified / developed
- Comms / PR activity began early this year
- Expect a technical solution for tender around August 2018
- Planned trial with ARC & ES to follow early 2019
- Current target to have ECHO operational to meet the NPCC SSG implementation date of April 2020

# ECHO basic schematic

## ECHO – Electronic Call Handling Operations



# ECHO PARTNERS



Electronic Call Handling Operations

# REGISTER YOUR INTEREST IN ECHO

Email contact: [admin@echo.uk.net](mailto:admin@echo.uk.net)

Web: [www.echo.uk.net](http://www.echo.uk.net)

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