emergency.lu

emergency.lu aims to improve the worldwide preparedness and rapid response capacity by filling the communication gap in the first hours and days after a disaster

emergency.lu is a multi-layer platform consisting of satellite infrastructure and capacity; communication and coordination services; satellite ground terminals for longterm (NoSaCo® Regular and transportable antenna) as well as rapid deployment (NoSaCo® Rapid and inflatable antenna); and transportation of equipment to the disaster area within the first 12 to 20 hours.

Global multi-layer platform for the international humanitarian community

The 24/7 basis of the emergency.lu platform is an innovative end-to-end service for the international humanitarian community. The Luxembourg-initiated solution improves the effectiveness of rapid response and is unique in flexibility and performance.

Key Benefits

Rapid response solution for disaster preparedness and humanitarian relief operations

Complementary solution to the international humanitarian tool-box

Stand-by response capacity

End-to-end services adapted to the requirements of the international humanitarian community

Coverage of entire service chain including air transport, satellite infrastructure, terminals and services

Close coordination with the Emergency Telecommunications Cluster (ETC), the World Food Programme (WFP) and the European Union

Global Public Good initiated and funded by the Luxembourg Government

Pre-booked & Ad-hoc
Satellite Capacity

Frequency Band	C-Band
Coverage	South, Central and large parts of North America Europe, Middle-East and Africa Central Asia
Capacity	12MHz
Hubs	Luxembourg, LU Manassas, US Hong Kong, CN All operated from Luxembourg

Capability to add complementary ad-hoc coverage and capacity in a few hours
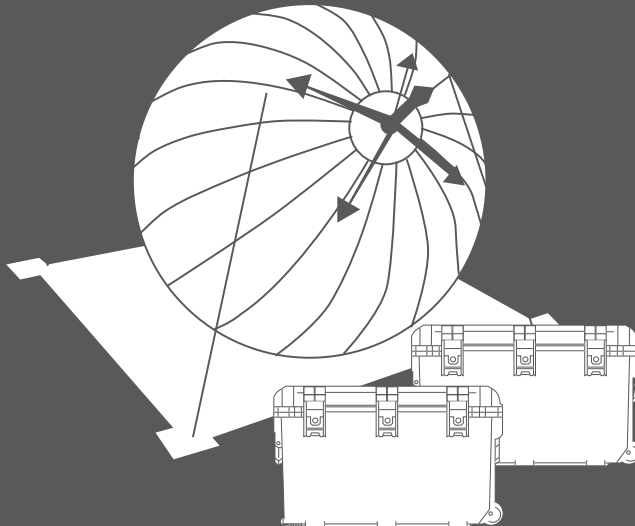
Rapid Deployment Kits

Rapid deployment, heavily rugged system supporting humanitarian relief operations

Advanced communication services for first responders

Pre-configured and ready to deploy

Consisting of NoSaCo® Rapid, Nomadic Satellite Communication system, and inflatable 2.4m satellite antenna

Rapid Deployment

24/7 on-duty technical and expert staff

Ready to leave within 2 hours

Pre-emptive maintenance on all technical equipments

Frequent trainings and drills of deployment staff to ensure the required level of know-how and expertise
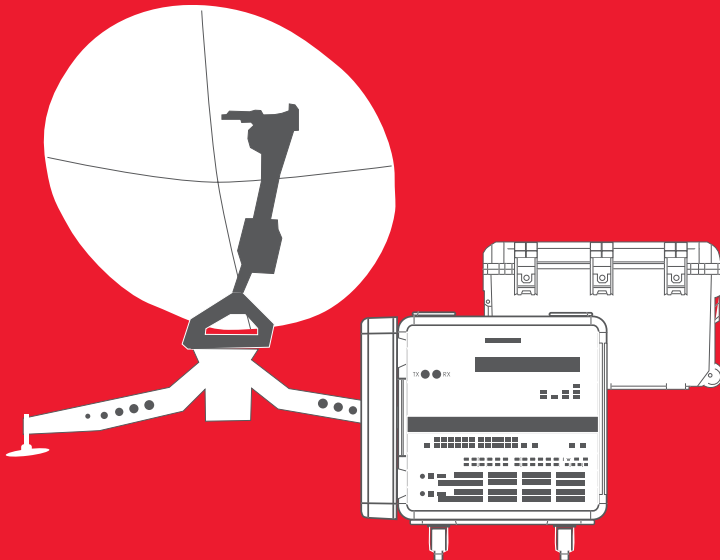
Regular Deployment Kits

Powerful, high performance satellite communication system for long-term missions and a large number of users

Advanced communication services for all humanitarian actors supporting disaster relief and reconstruction

Pre-configured and ready to deploy

Consisting of NoSaCo® Regular and transportable 2.4m satellite antenna

Local & Remote Services

Voice communication via Voice over IP technology

Instant Messaging

Tracking & Tracing of people and equipment

Map assessment

Food distribution and asset management

Situational reports

Integration of extensive local and remote data sources

Web 2.0 Portal for remote access to data sources, situation assessment and planning

Global Information Management

Relies on an auto-configured middleware to allow optimal data transmission

Based on harmonised sharing platforms

Creates access to local services

Aggregates information from various sources, providing a Common Operational Picture
(reports, maps, localisation, pictures...)

Offers performing Directory Service

Allows information sharing in the cloud of other middleware nodes

Technical Parties

emergency.lu is set-up as public-private partnership between the Luxembourg government and three companies - SES, HITEC Luxembourg, and Luxembourg Air Ambulance S.A.:

HITEC Luxembourg S.A. provides its expertise in both the satellite ground as well as in the ICT & Software development segment with specific products and solutions targeting the specific needs of the Humanitarian and Disaster Relief Community:

- NoSaCo® Rapid & NoSaCo® Regular
- Distributed Information Management
- User interfaces
- Voice over IP platform

www.hitec.lu
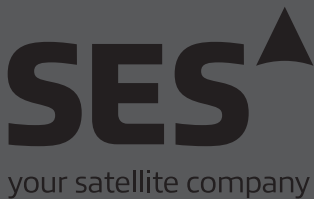
SES TechCom Services, a 100%-owned SES company, is a specialized technical services company, delivering customized solutions to suit the precise technical needs of clients in the satellite industry, from satellite operators to broadcasters. In the frame of this project SES TechCom is providing:

- Satellite capacity and ad-hoc extensions
- Satellite Hubs, Modems & Antennas
- Voice over IP platform

www.ses.com

Luxembourg Air Ambulance S.A. (LAA) is a subsidiary of Luxembourg Air Rescue A.s.b.l. LAA is based at Luxembourg Airport where the company manages its hangars and offices. Luxembourg Air Ambulance services include:

- Secure storage and disaster logistics
- Rapid deployment on site
- 24/7 operations

www.lar.lu

Technical Partners

Ericsson Response is a volunteer initiative at Ericsson that deploys employees and telecom equipment to support partnering humanitarian organizations in times of disaster. Ericsson Response was founded in April 2000 at the request of company employees who wanted to use their experience and skills in disaster relief situations on a voluntary basis.

www.ericsson.com

Skype is a communications software whose purpose is to break down barriers to communication. With an Internet-connected device, families, friends and colleagues can get together for free with messaging, voice and video. At low cost, they can also call landlines or mobiles virtually anywhere in the world.

www.skype.com

Operational Partners

The Luxembourg Civil Protection supports emergency.lu missions with short-term experts. These experts are regularly participating in EU and UN trainings with the objective to install, operate or dismantle satellite-based telecommunication platforms.

www.112.lu

The **Emergency Telecommunications Cluster** (ETC) is a global network of organizations that work together to ensure the timely and effective provision of inter-agency communications services in humanitarian emergencies. Within 48 hours of a disaster, the ETC provides basic security communications services, and shared voice and internet connectivity to humanitarian actors in the field.

http://ictemergency.wfp.org

Operational Partners

The **World Food Programme** is the world's largest humanitarian agency fighting hunger worldwide. In addition to its core responsibility of reducing hunger and under-nutrition, WFP is also leading the humanitarian community in terms of IT and telecommunications in emergency operations.

As nominated lead of the ETC, WFP has extensive experience in designing and deploying efficient and effective ICT solutions for the humanitarian community.

www.wfp.org

www.emergency.lu

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