

## Ensuring Safety, One Call at a Time.

ENGAGE 112 is a next-generation emergency communication platform that enhances real-time response capabilities for emergency services. By offering multi-channel communication, automated caller location tracking, and seamless integration with existing contact centers, ENGAGE 112 significantly improves emergency response efficiency. The web-based system ensures high availability, security, and interoperability, making it a future-proof solution for modern emergency communication needs.

### Why Choose ENGAGE 112?

- ◆ Faster Response Times – Real-time location tracking and multi-modal communication reduce delays in emergency handling.
- ◆ Scalability – Easily adapts to organizations of any size, from small control rooms to national emergency networks.
- ◆ Cost-Efficient – Cloud-based architecture minimizes infrastructure costs while maximizing reliability.
- ◆ Seamless Integration – Connects effortlessly with existing emergency dispatch systems and third-party applications.



Satways Ltd

HQ: 15, Megalou Konstantinou Str., Irakleio, Attica, 14122, Greece  
Irakleio Branch: 6, Thermopylon Str., Irakleio, Attica, 14122, Greece  
Patras Branch: 2, Papadiamantopoulou Str., Patra, 26225, Greece  
Volos Branch: 56, Topali Str., Volos, 38221, Greece

Tel: +30 210 6840036  
Fax: +30 210 6840037

web: [www.satways.net](http://www.satways.net)  
Email: [info@satways.net](mailto:info@satways.net)

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# ENGAGE® 112

Next-Generation Emergency  
Communication Platform



# The Challenge

In emergency situations, timely and accurate communication is critical. Traditional emergency communication systems often suffer from inefficiencies such as limited communication channels, slow response times, and outdated infrastructure.

Citizens in distress may struggle to get the help they need due to issues like poor mobile location tracking, lack of support for video calls, and difficulty in reaching the appropriate emergency services. Additionally, emergency call centers must integrate various technologies and data sources while maintaining reliability and security. Emergency services often rely on legacy systems that lack interoperability, making it difficult to share information between agencies and jurisdictions. This fragmentation leads to delays, miscommunication, and missed opportunities to save lives.

Furthermore, increasing call volumes and the shift toward digital communication methods demand a modern solution capable of handling voice, video, text, and location data in real-time. Ensuring compliance with evolving regulations, including Next-Generation 112 (NG112) protocols, adds another layer of complexity, requiring solutions that are both adaptable and future-proof.

Without a modern, integrated emergency communication system, emergency responders face unnecessary obstacles in providing swift and effective assistance, putting lives at risk.



# The Solution

ENGAGE 112 addresses these challenges with a cutting-edge, web-based platform that revolutionizes emergency response.

By integrating multiple communication channels including voice, video, SMS, real-time text, and email it ensures that emergency services can receive, process, and respond to incidents faster and more efficiently.

Advanced real-time location tracking through SMS, HTTPS, and SIP-PIDF-LO technologies enhances situational awareness, while seamless integration with IP-PBX contact centers allows emergency operators to streamline operations without overhauling existing infrastructure.

The Call Assist module guides emergency operators through structured interview workflows, ensuring that critical information is gathered efficiently and consistently, improving decision-making and response coordination.

With a secure, scalable, and cost-effective design, ENGAGE 112 empowers emergency services to handle every-day incidents and crises effectively, ensuring a faster, smarter, and more reliable emergency response system.

# Revolutionizing Emergency Response

ENGAGE 112 is a pure web-based emergency communication solution, designed to provide seamless and efficient interaction between emergency responders and citizens in distress. Built on modern web technologies, it ensures rapid, reliable, and secure communication across multiple channels.

- ✓ **Multi-Channel Communication** – Support for Telephone Calls, Video Calls, Real-Time Text, SMS, and Email, ensuring comprehensive emergency response coverage.
- ✓ **Automatic Mobile Location** – Locate callers in real-time via SMS, HTTPS, SIP-PIDF-LO technologies, and eCall, reducing response times and improving situational awareness.
- ✓ **Seamless IP-PBX Contact Center Integration** – Ensures uninterrupted communication flow with existing IP-PBX contact center solutions, enabling a unified emergency response ecosystem.
- ✓ **Web-Based Deployment** – No need for specialized hardware; access ENGAGE 112 from any device with an internet connection.
- ✓ **Secure & Reliable** – Built with end-to-end encryption and high-availability infrastructure, ensuring data integrity and resilience.
- ✓ **User-Friendly Interface** – Designed with an intuitive UI, making it easy for emergency operators to manage and prioritize incoming calls.
- ✓ **Compliant with Modern Emergency Standards** – Fully supports Next-Generation 112 (NG112) protocols, ensuring compatibility with evolving regulatory requirements.

