

# Customer Case Study



## The SDIS 72 visualizes the danger of an incident with XpertEye to better adapt their operational response

### About SDIS 72

Located between the Atlantic coast and Paris, Sarthe is a department rich in cultural history, heritage, and tourism, with various attractions. Overseeing the safety of this department which counts 564,588 citizens is the responsibility of the region's firefighter department, Le Service Départemental d'Incendie et de Secours de Sarthe (SDIS 72).

The operational center of the Sarthe fire department is composed of the alert processing center (CTA) and the departmental fire and rescue operational center (CODIS). This operational center allows efficient management of alerts and effective treatment of operations.

The CTA receives all the 18/112 emergency calls of the Sarthe department. It ensures the treatment of the alerts, triggers the rescue means of the respective operational units, redirects the calls which do not concern its competence, and works together with the SAMU and the police forces.

SDIS 72 has incorporated XpertEye in its rescue operations to improve its rescue operations and has already seen excellent-results.

### Challenge

***With 215,000 calls and 30,000 interventions each year, the SDIS 72 has its hands well-occupied all year long.***

The department experiences sometimes inaccurate calls from the incident scene. Since the first communication plays an important role in the overall rescue operation, the firefighters in Sarthe were looking for a solution allowing them to interpret the information from the incident area. They also expected to adapt the rescue resources and improve the interventions and care of the victims.

## Solution

Using XpertEye, the CTA can see through the phone of a witness the area surrounding an accident. This helps them evaluate the situation and deploy means to the field faster and more efficiently, depending on the severity of the situation. There is no need for the witness to download anything, a click on a link sent by SMS by the CTA is all it takes to get connected.



*Thanks to video sharing, the SDIS can have access to more precise information such as the exact location of the accident, and the fire... without delaying the intervention of the emergency services.*

*This allows the operator to better understand a situation, to interpret the information to better adapt the rescue resources.*

**Captain Raphaël Castelain**, head of the CTA (alert processing center)-CODIS.



## Results

### • Act while waiting for help

The CTA operator who receives a call can offer that person to take control of the camera of his smartphone. With XpertEye, CTA operators can ask witnesses of the accident to act right away, while awaiting the arrival of the emergency services. A way «to increase a person's chances of survival».

### • Prepared emergency response plan

For instance, a fire incident in a pet shop in Sarthe occurred on September 11th, 2022. The operator asked witnesses to show them the scene through XpertEye, providing this way a live view and a more precise assessment of the fire scene.



*Without XpertEye, which allowed us to reinforce the means deployed, the two stores on either side of the pet shop would likely have been affected by a spread of the fire, says **Colonel Le Breton**.*

*Now, we were able to create a water curtain between the buildings and prevent any additional damage.*

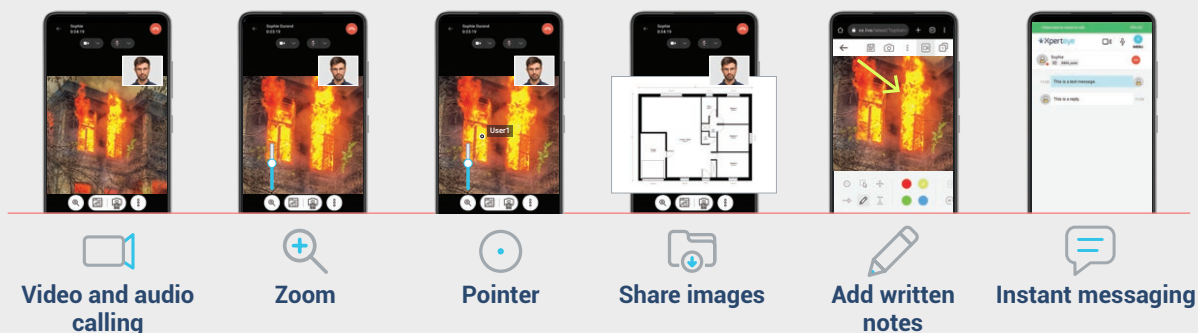


## XpertEye benefits at a glance

- Provides the precise location of the accident
- Allows the visualization of live images of the accident scene
- Accurate assessment of the accident ground
- Better guidance to the witnesses to secure the area and act to save the victim if applicable

## How does XpertEye work?

- The witness of an accident calls 18 or 112.
- The operator who handles the call suggests using XpertEye to initiate a video call
- The operator sends a link to this person by SMS
- The witness presses this link, and the operator visualizes on his screen the images of the accident or the fire
- The operator can see the images, zoom in, if necessary, and talk with the witness for more specifications.



## References

[actu.fr](http://actu.fr)

[sarthe.fr](http://sarthe.fr)

[ouest-france.fr](http://ouest-france.fr)

