



**Know – how's merge, cooperation in development  
of rescue supporting technologies**

**TOPR**

**Paga Solutions**

**Neosoft SAR**



**PAGA SOLUTIONS**



Zakopane 10.10.2019



# — Agenda

## Agenda

1. The Rescue app
2. TOPR mountain rescue service – how the app changed the work of the rescuers
3. Neosoft SAR – new options in search operations
4. TOPR – summary



## — Where it all came from

### **An accident in the mountains**

#### **What is the rescuer's perspective?**

What is the biggest difficulty in providing efficient help?

What takes a lot of time, human resources, and equipment?

Rescuers say that 30%–40% of rescue actions start with a search operation.

#### **How could the process of providing help be supported efficiently?**

## — Where it all came from

### **An accident/getting lost in the mountains**

**What is the perspective of the person in distress?**

What is the biggest difficulty in getting efficient help?

The person in distress often does not know where he or she is or provides the wrong location.

He or she not always knows who to call and does not know the emergency number.

**How could the process of providing help be supported efficiently?**



- Do you know where you are?
- Do you know who to call?
- Do you know the emergency number?



## — The RESCUE application

### The solution: the Rescue app

The Rescue app was created in close cooperation with the TOPR and GOPR mountain rescue services.

Development and testing took place in 2013, TOPR and GOPR started to use it in 2014, with the MOPR and WOPR water rescue services following suit in 2015. The sponsor is the Plus mobile operator that provides an emergency number in the mountains.

The application is a notification system for rescue services that **indicates the location** of the person calling for help in an emergency situation (a threat to life or health).

The method of communication with the service has not changed (the innovation does not require for the existing habits to be changed): **it is a phone call with the rescuer on duty.**

This is the first system of this kind in Poland and an innovative technological solutions.

aplikacja



RATUNEK



## — Rescuer's panel

### How the Rescue app helps the rescue team:



map showing the location of the injured person



phone status, such as battery level



possibility of calling the injured person



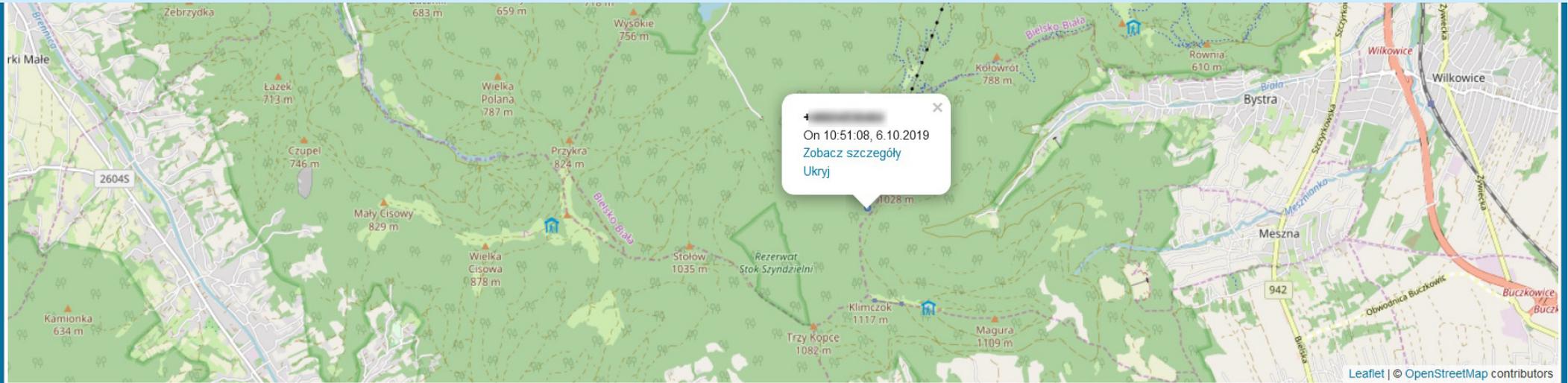
on request: information about the health condition of the injured person (retrieved from the medical book)



sending to the injured person text messages or a link to download the app



# — A view of the rescuer's panel



## Raporty

### Aktualnie prowadzone rozmowy:

Brak

Show 10 entries

Search:

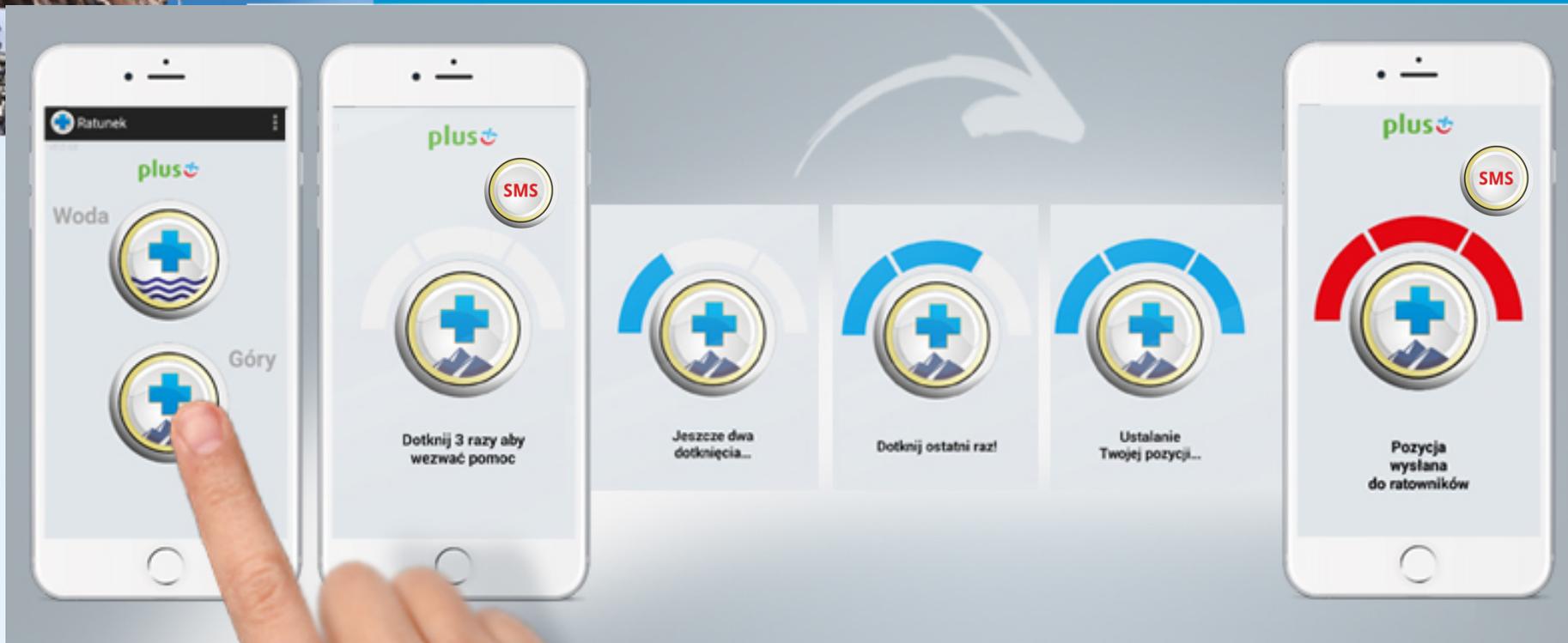
Data/Czas	Numer	Opis
8.10.2019, 16:11:46		
8.10.2019, 15:01:00		
8.10.2019, 11:57:19		
7.10.2019, 12:05:24		
7.10.2019, 11:44:03		
6.10.2019, 10:51:08		

## Szczegóły

Data: 6.10.2019  
Czas: 10:51:08  
Opis:   
Numer telefonu: +   
Bateria: 94%  
Długość: 18.994907°   
Szerokość: 49.74902°  
Dokładność: 3.2 m (GPS)  
Masz GSM: 53112:59203601

Akcje

# — The Rescue app User panel



aplikacja

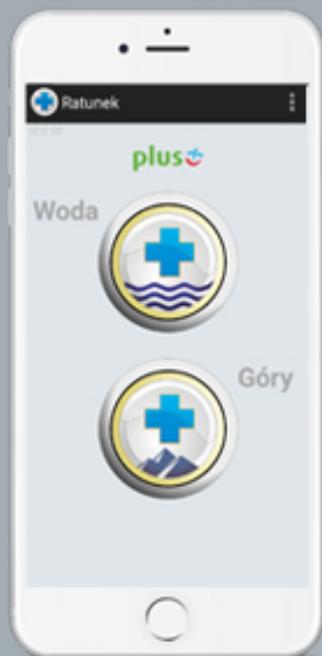
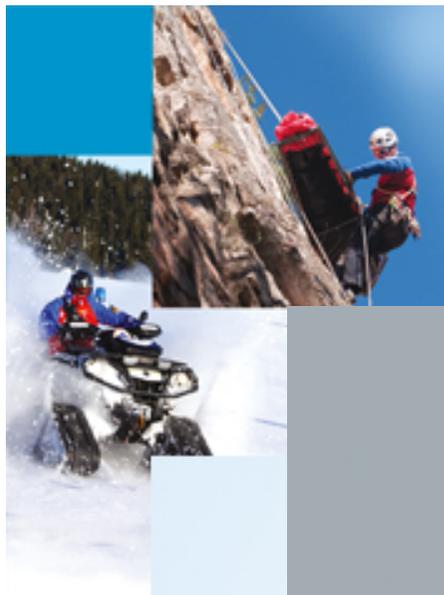


RATUNEK

- **Very easy and intuitive:** simply run the app and tap the button three times to call for help.
- Calling for help consists in a phone call to the rescuer on duty and a text message with the location of the caller being sent simultaneously (during the call).

# — The Rescue app

## User panel – Medical Book

A screenshot of the 'Ratunek' app's medical form. The form is titled 'Ratunek' and contains the following fields:

- Imię: (Name)
- Nazwisko: (Surname)
- Data urodzenia: (Date of birth)
- Numer kontaktowy w razie wypadku: (Emergency contact number)
  - Imię i nazwisko (Name and surname)
  - Numer telefonu (Phone number)
  - Szukaj (Search)
- Grupa krwi: (Blood group)
  - Nie wybrano (Not selected)
  - Nie wybrano (Not selected)
- Choroby przewlekłe: (Chronic diseases)
- Alergie: (Allergies)
- Zażywane leki: (Medications)
- Jestem osobą głuchoniemą (I am deaf)

At the bottom, there are two buttons: 'Zapisz' (Save) and 'Anuluj' (Cancel).



## — Development and challenges

**The Rescue app is being constantly developed (updates and new functions). Current technological challenges:**

1. Locating the phone on demand – initially, some phone manufacturers block this function. After an update, the function was blocked by Android.
2. Developing the app for iOS, termination of Windows Phone support.
3. Google: there is no option to automatically dial a number, which forces changes to the app. A request and enquiry have been sent to Google (rescue services, media, the Plus mobile operator); no response so far.



— TOPR

**The Rescue app – 5 years of experience**





# — Neosoft SAR



NeoSoft  
Mobile Technologies





# — Neosoft SAR





# — Neosoft SAR





# — Neosoft SAR

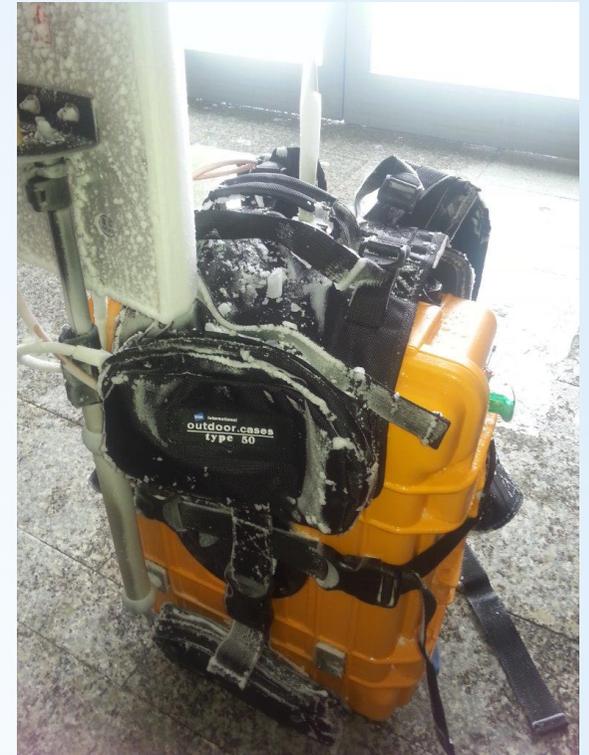




# — Neosoft SAR

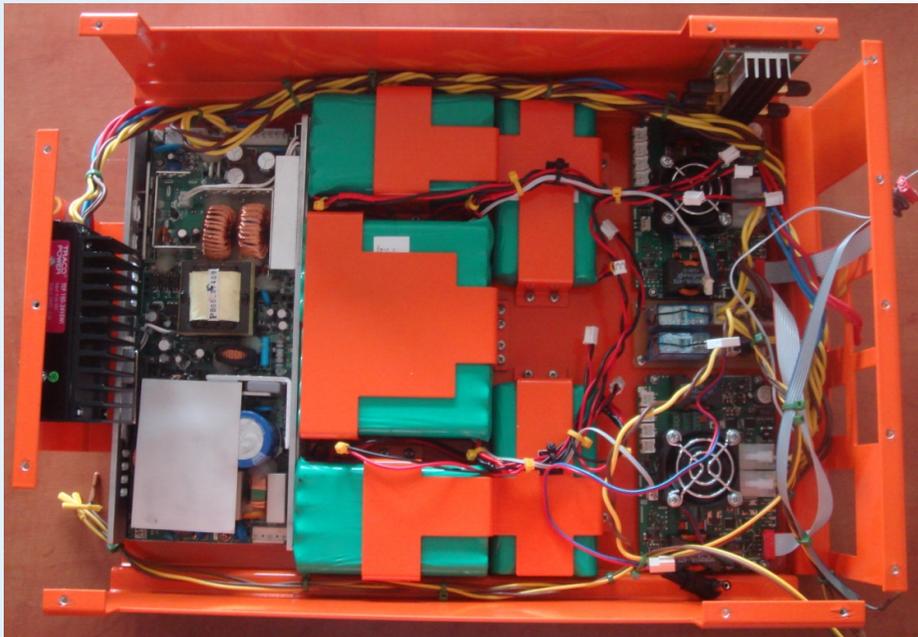
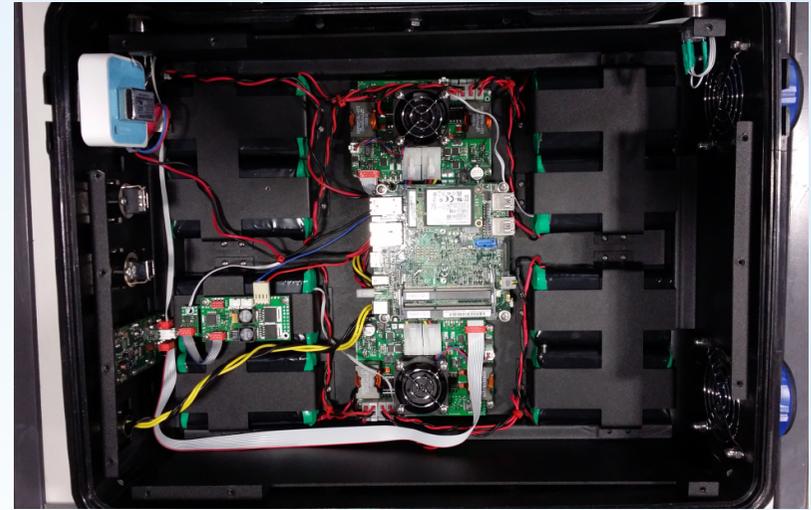


# — Neosoft SAR

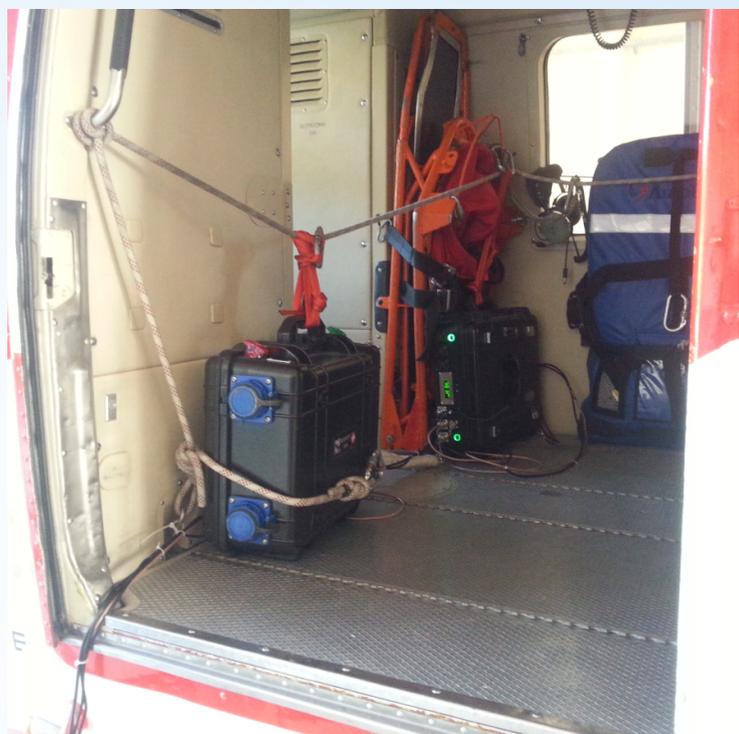




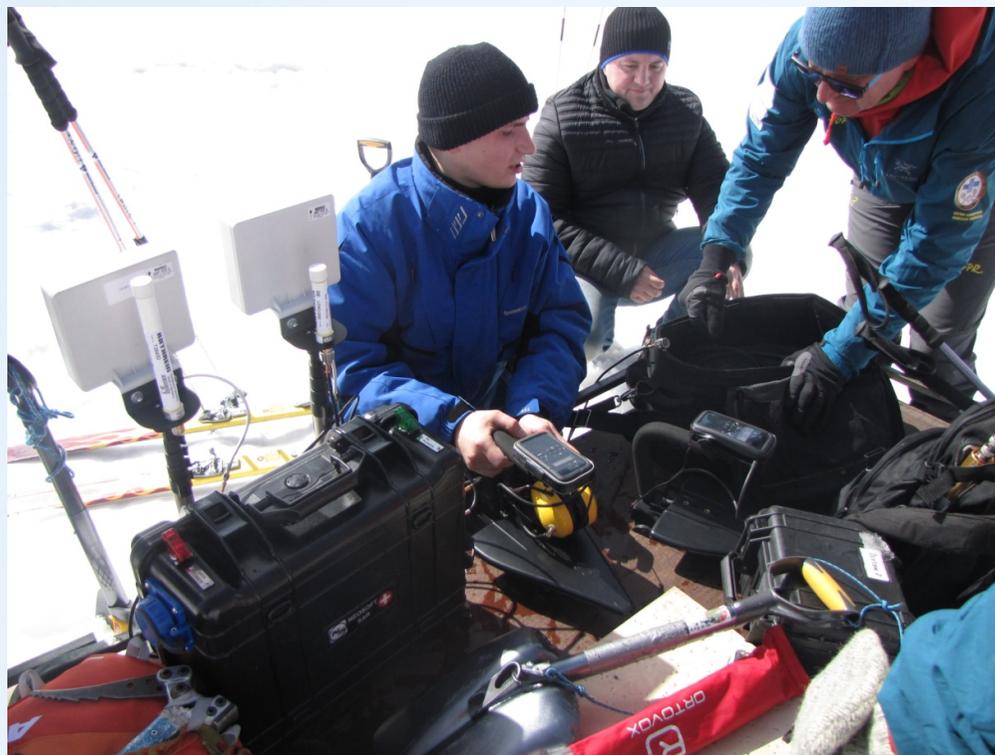
# — Neosoft SAR



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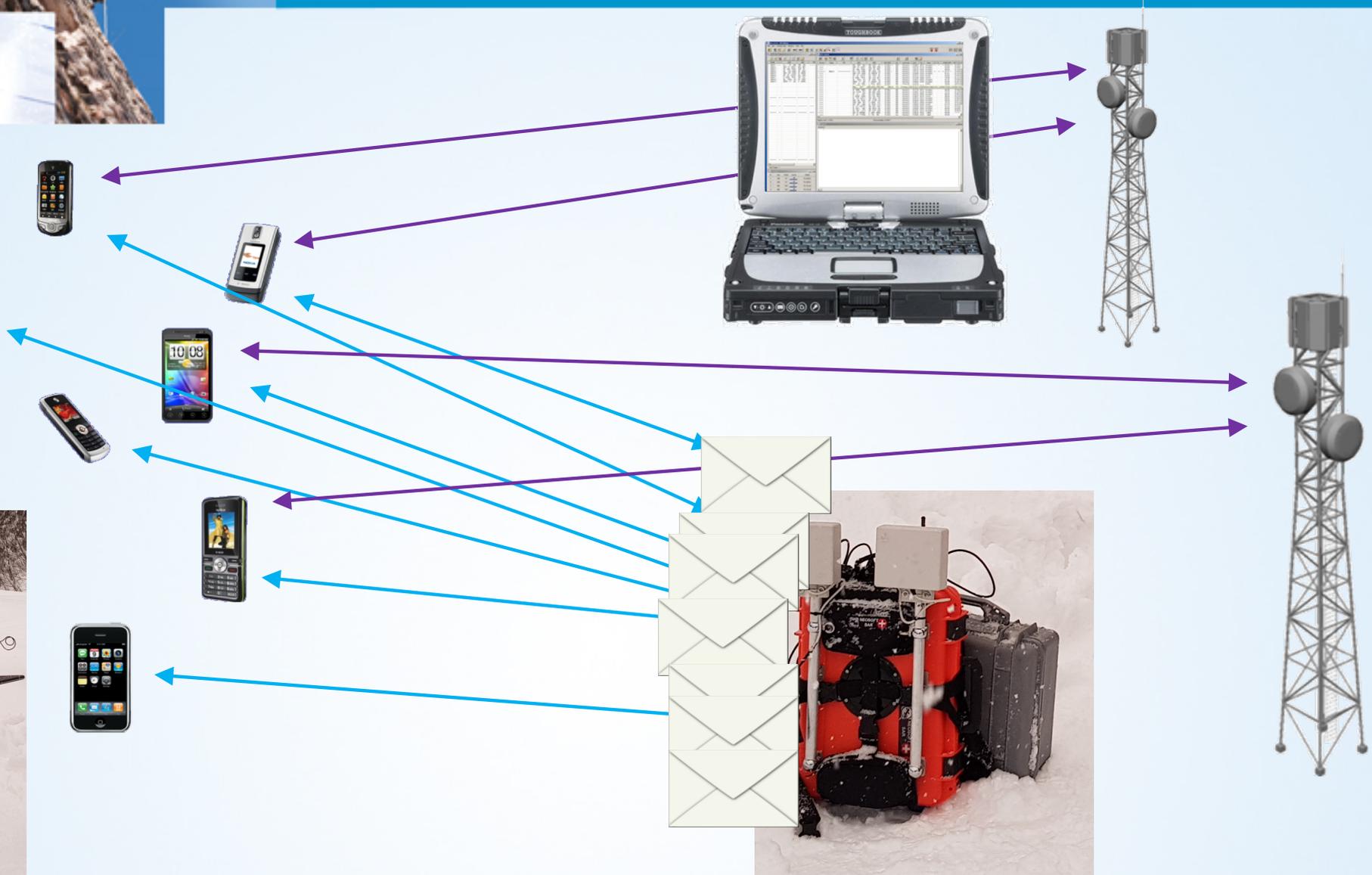
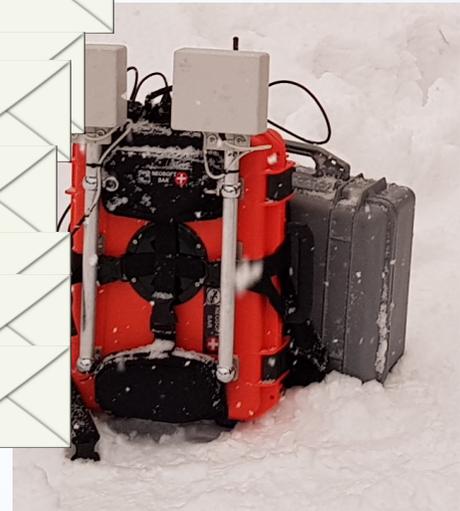
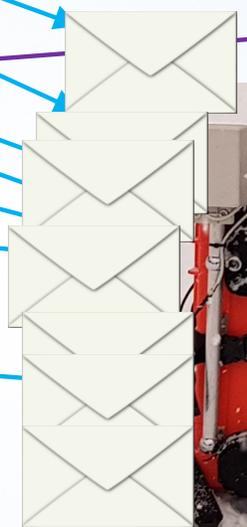
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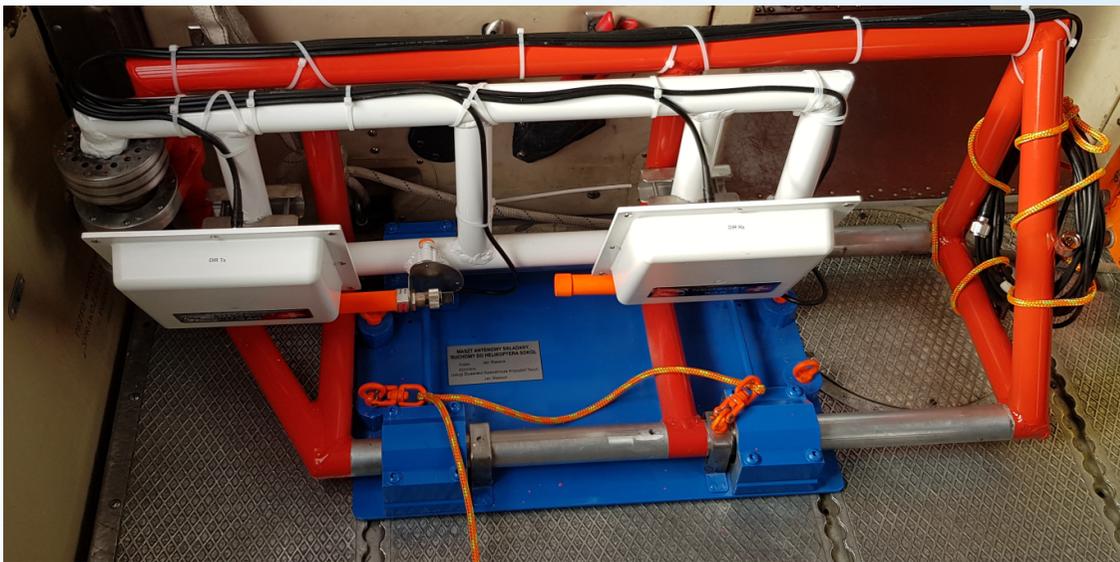


# — Neosoft SAR



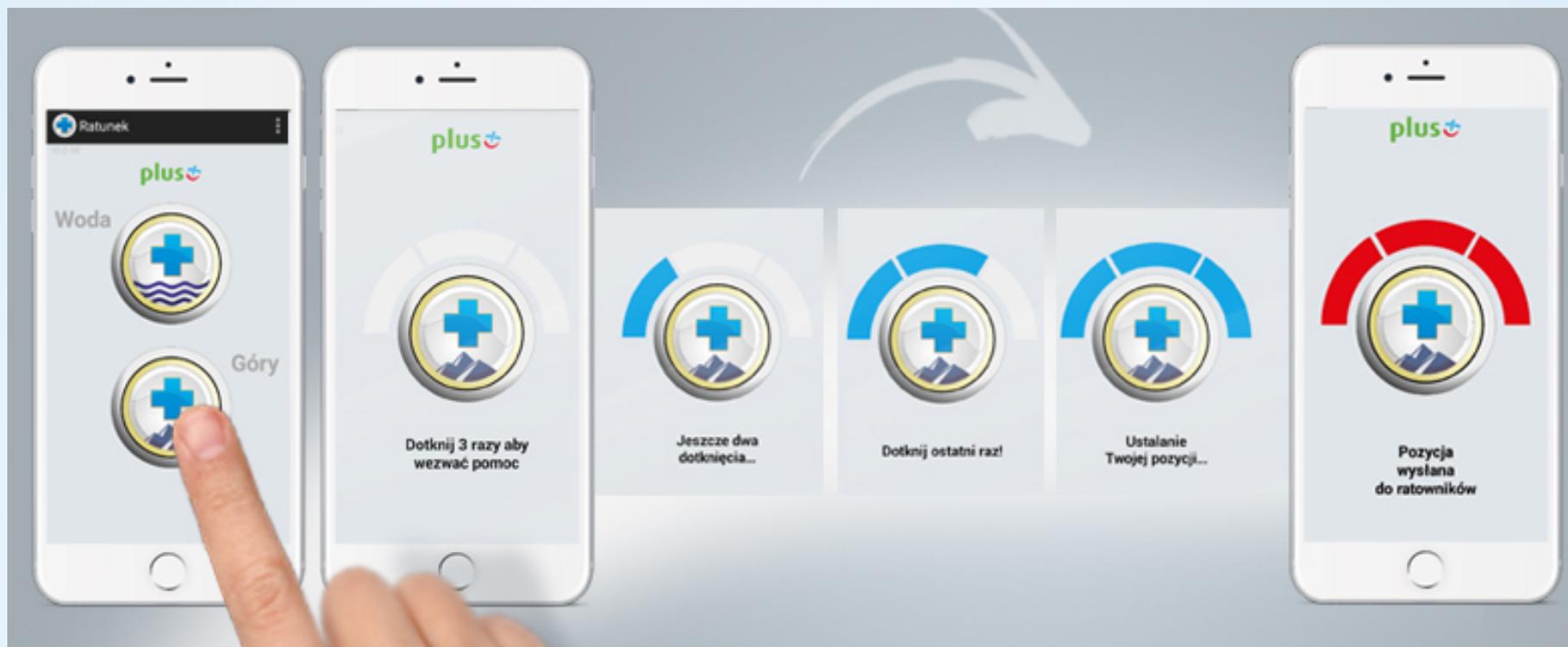


— SAR





## — Neosoft SAR and the Rescue app



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— Neosoft SAR

**If we can save even a single person,  
then it's worth it.**



— TOPR

**SUMMARY**





— Thank you for your attention!



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