Workshops title	**Effective Communications Solutions for First Responders and Emergency Management**
Lead organization	**Nokia Corporation**
Speakers, etc. (Please give their job titles)	**Tapio Mäkinen, Marketing Director** **Mikko Pokkinen, Business Development Manager**
Outline of content (within 500 words)	**Effective Communications Solutions for First Responders and Emergency Management** Authority communication is one of the most important tools for any government in incident and disaster management and prevention. Efficient and reliable communication is one of the key requirements for organizing the early warning system, management and recovery of any major incident or disaster. What's more, a large-scale operation involves managing the concerted efforts of numerous organizations, whose co-operation is possible only if they can communicate efficiently. Yet, most agencies worldwide are still using outdated analogue communication technologies although a more advanced TETRA radio communications system would increase the speed of response, enable more efficient use of resources, and provide better security and greater personnel safety. Nokia TETRA is a secure and reliable authority communication solution, which provides communication tools for public safety and security personnel also in exceptional circumstances, when public services such as GSM or fixed line services typically fail. A major feature of TETRA is what's known as Virtual Private Networks (VPNs). With Nokia TETRA, each organization has its own 'Virtual network', while sharing the same physical network. A VPN gives the field forces unlimited voice and messaging communications, while still maintaining privacy – communications are secure and each

organisation can manage its users and groups. Sharing the network also brings lower costs in all areas: investment, capital expenditure and operational expenses.

The field forces expect results from their radio communications. They do not want to think about how their communications network operates. They simply need the right information to make decisions, often under pressure. A TETRA network meets these needs when it provides all the voice and data services seamlessly.

When the network is seamless, like Nokia TETRA System, radio users have free mobility – they can move freely within the network without the worry that straying from their usual patch could affect communication. Any radio user can reach other group members or their dispatcher with a voice call or data message from anywhere in the network. This happens automatically, without the need for an operator to connect a call between separate parts of the network.

Hundreds of organizations and numerous Governments around the world   – the Government of Finland, for example – have already implemented Nokia TETRA as their authority and emergency communication solution, including the Government of Finland.

By making it possible to mount a faster, more co-ordinated response to any incident or disaster, a seamless TETRA radio communication solution can help safeguard the personnel who all too often find themselves serving their communities under difficult and dangerous conditions. We owe them that.

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