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**Abstract:** With ARTEMIS®, EDS' state-of-the-art operational emergency management system, Vendée French Departmental Firefighting and Aid's administrative costs have been cut in half, and because the system processes alerts 50 percent faster, follow-ups that used to take 20 minutes to complete now take no more than two minutes.

**Captain Gerald LePlomb:** The Bourg-en-Bresse firefighters' mission in France is to assure the rescue of people, putting out fires, road rescues, and other multiple and diverse missions.

**Lieutenant Colonel Herve Paris:** Today, when we answer a call, we are certain that we have the means that we need for the mission available, along with efficient, trained personnel.

**Sylvain Romero, Dispatcher:** In each rescue center, they enter what they call a duty sheet each morning. On one side they have their engines, on the other side they have their personnel.


**Paris:** All the calls that come in are handled by more than 14 professionals educated in handling the phone calls. And, thanks to the system, they are capable of analyzing and identifying the incident, locating it, identifying the nature of the need, and then the system automatically proposes the best adaptive way of handling it within 3 or 4 seconds.

**LePlomb:** The system triggers the rescue centers, and we are alerted by a little pager like I have here, which are individualized and which permit us to be warned. We release all the known information at the moment of departure. Before, it was simply a system of sounding an alarm. The alarm went off in the firehouse, and everyone was out after it. So it was a little more complicated because we were alerting and borrowing several people when we only need to find two or three of them.

**Paris:** It was barely reliable, and took a lot of time.

**Romero:** The Artemis system is going to choose among all the personnel: The chief, who is qualified to go into a fire; the driver, who has the special permit for driving the engines; and the four people who have the specialty of going into this fire. It's going to choose, it's going to directly beep the person and put them in this engine.

**Alain Mandine:** The essential question asked of us was to come and offer a solution which would be the most efficient way possible to reduce the delays in the rescue intervention. The capacity of the solution offers a great number of very visual tools that allows the operators, at a glance, to know the situation, the state of their equipment, their operational capacity, and all other information essential to the accomplishment of the mission.



**Romero:** We have entered "factory fire," and for a factory fire we need several engines, which are the closest to the district where the intervention is taking place. We are the ones who program the information, and then when we need it, it gives it back to us.

**Mandine:** Whether it be a trash fire, an earthquake or a flood, all of the solutions, all of the plans are organized.

**Paris:** The system was easily grasped by our users, since the system was conceived and improved according to our demands and our general needs.

**Romero:** If the firefighters ever have a problem in the field, they have ways of alerting us via the system.

**Paris:** The fact that everything is recorded and every moment is tracked by computer allows us two things: First, we are able to make an analysis in regards to time, and to make a statistical analysis to identify the best ways used in order to use them again. Secondly, if there is a problem concerning legal matters, by the recording and tracking of all information, we can show what we did.

**Romero:** The advantage of this system is that it gives us more complete and precise information. If you have a good address and if you know exactly what is happening right then and there, you can send precisely what is needed at that exact moment; no more, no less.

**Paris:** The system makes us gain ten seconds or more; indeed, even minutes. If one can gain one or two minutes of time, especially by making the arrival of the rescue two minutes earlier, the victim's chances of survival are multiplied by three, four or five times. The EDS system allows us to save lives and gives us precious minutes in saving thousands of lives every year.