Smart Cities & Mobility

Smart and Integrated Municipal Emergency Management Solution
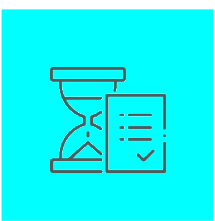
Implemented in Chile

Challenge:
Modernize the municipality of Vitacura's emergency management system (CAD) to reduce response times, improve coordination among teams, and ensure the scalability and integrity of security operations, while also providing a continuous support service model over a 48-month period.
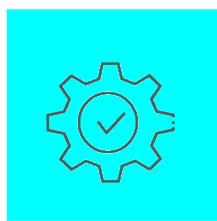
Solution:
- Implemented SONDA Smart Platform's Event Manager, 100% cloud-based (Azure).
- Integration with telephony, cameras, citizen apps, GPS/AVL, and LPR.
- End-to-end management of demand, response, and emergency coordination.
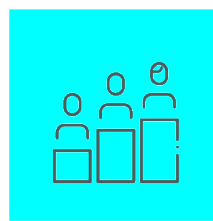- 24/7 operation with agile development.

SONDA®
make it easy

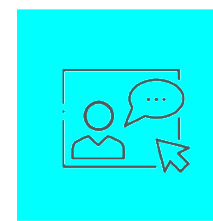## Benefits:

Unified event management, with **reduced response times and improved operational coordination.**	Seamless integration with **existing systems and third-party solutions.**	Scalability to support operational **growth and technological evolution.**	Modern, intuitive interface with **high user adoption.**	Continuous operation with **frequent updates and specialized 24x7 support.**

Tags: *Emergency Management; CAD; Operational Automation; Operations Center; Incident Response; Systems Integration; Cloud Platform; 24x7 Operations; Public Safety; Smart City.*