



Source: swissgrid

Emergency call centers, monitoring stations and control rooms are becoming increasingly vital

A reliable infrastructure is the lifeline of every society. The monitoring stations, control rooms and emergency call centers in operation at power suppliers, transport services companies, telecom providers and police, ambulance and fire departments are there to ensure that this infrastructure is available 24/7 all year round.

In our cities, the number of people and vehicles occupying the same space is growing all the time. This makes it increasingly difficult for transport and rescue services to operate. Any disruption of water, gas or electricity supplies has catastrophic consequences for people, animals and the environment. More control and support facilities are needed to maintain the quality of these services.

Rising demand

Many companies today have technical systems in place to monitor and control buildings, infrastructures, production plants and vehicles – and the trend is rising. The information collected by surveillance systems is fed through to the control rooms. Often working round the clock, qualified technical staff process this information and trigger the appropriate actions.

High standards

Control center workstations must meet very stringent criteria: Not only do they have to be designed to satisfy ergonomic requirements, they also need to visualize information clearly and

unambiguously at all times. At the decisive moment, it is crucial that this information prompts the dispatcher to trigger the right action and save valuable seconds when alerting rescue teams, protection services, intervention units or service partners.

Growing complexity

The trend toward concentrating more and more functions into increasingly confined areas does not stop at emergency call centers. When tasks are clustered into newly created integrated centers, a higher volume of diverse data needs to be monitored and processed, placing greater demands on equipment and personnel. The visualization of information on large-screen displays must comply with the strictest of standards. The ergonomic design of the working area and workstations is essential to enable operators to perform well.

Key functions

Controlling water and energy systems, monitoring railways and roads, coordinating emergency services – these are among the key functions performed by emergency call and alarm centers, monitoring stations and control rooms. And they are becoming even more vital with increasing system interconnectedness and complexity.

CONROM AG – A wide range of services from a single source

CONROM AG is a neutral, independent consulting and engineering firm for emergency call and alarm centers, monitoring stations and control rooms. CONROM offers consulting, engineering and design know-how from a single source. We support and assist you during the various stages from needs analysis and detailed design specification through implementation planning to facility construction.

Operating costs, technical systems and ergonomic considerations are key concerns when developing a control center. Once it is operational, running costs have to be kept as low as possible, technical systems need to be task-optimized, and staff should feel comfortable in their work environment.

Neutral and independent

When you build a control station, you are investing in the future. The fact that we are not tied to particular suppliers and system providers means that projects are completed according to your specific requirements. Your facility can be expanded whenever you wish and be adapted to future requirements.

Close to the market

Technology is moving fast in all areas – whether visualization, radio communication or information systems. We follow the market closely and know where it is headed. For you as customer it is crucial to commit to the right future-proof technology. After all, investments in control centers are not only sizeable, they are for the long term.

Optimized processes, systems and costs

Emergency call and alarm centers, monitoring stations and control rooms all high-cost facilities. Processes and systems need to be reviewed and cost-optimized before beginning a renovation or new-build project. It should also be borne in mind that considerable cost savings can be made by combining with other, similar organizations or pooling services during the night.

Innovative solutions

CONROM creates innovative and cost-effective control centers with functional, generous work spaces designed to optimally support work processes. 24/7 facilities are strategic projects: the desired end result is a flexible, future-proof center with a long operating life and built-in lasting value from the outset.

The goal of each control center project is to achieve the required functionality without losing sight of employees' fundamental needs. The interfaces between people, processes and technology are critical in an emergency and must be perfectly calibrated. Cost awareness is a factor when designing and implementing communication and visualization tools for round-the-clock operation.

At your service

CONROM works for organizations and businesses around the globe in a wide range of sectors, including emergency and rescue, traffic surveillance, power generation and supply, telecommunications, finance, healthcare and the process industry.

We are at your service as general planners, technical specialists and project managers throughout – from analysis and strategy to implementation.

What we offer

- Consulting: analysis, strategy, concept
- Technical planning
- Potentiality study
- Cost estimate
- Planning and modelling
- Procurement support
- Tenders
- Lasting value
- Standards compliance
- Quality assurance
- Project management
- Developer support
- Technical expertise
- Certification support

Do you have any questions about the services we provide?

Please do not hesitate to contact us:

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