



## PRESS RELEASE

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# PRIVATE ECALL: VIASAT - PIONEERING SAFETY WITH THE HELP OF AUTOMATIC EMERGENCY CALLS IN CASE OF ACCIDENT

"We have been the precursors of the European eCall. This does not come as a surprise, given our technological DNA. Not by chance, we have been providing our customers with an automatic emergency call service, in case of accident, for many years now, so as to guarantee the highest possible level of safety". These were the thrilled words of Valerio Gridelli, managing director of the Viasat Smart Connect BU, about the renewal of the agreement between **AREU (Agenzia Regionale Emergenza Urgenza, Regional Emergency Agency)** and **TSP Association**, a member organization of Confindustria Digitale, of which Viasat Group is one of the founders. The agreement regulates the access to the emergency call services provided by the Single Response Center NUE 112 by Third Party Service Providers (TPSP). It is the result of the excellent work carried out by the members of the TSP Association, the only European entity to be awarded this recognition, within the framework a project aimed at testing **new alarm technologies for emergency medical assistance to motorists in case of accident**. The initiative took off in May 2017, which actually predates the implementation of the European eCall - a system that, as we know, has become mandatory on all new car models registered as from April 1, 2018, but will only reach the market in the coming years.

Viasat has been providing this service to its clients for several years now, in the form of insurance black boxes and satellite alarms, guaranteeing H24 support in case of accident, thanks to its **Operations Center**. When the on-board system detects a collision, it immediately sends an **automatic alert to the Operations Center**, which can then connect hands-free with the driver (*especially for windscreen mounted devices such as sosCall*) to check the situation and send help if necessary. **A similar case unfortunately occurred on 11 January** in the province of Cuneo, Italy. Around 1 a.m., the Viasat Operations Center received an alarm from a **Viasat sosCall** device which activated the **hands-free connection**. The operator heard a distraught female voice calling for help. Her car had overturned into a ditch full of water. The woman was terrified, and feared that the glass would break - with the consequences we can easily imagine. At this point **the Carabinieri and the Fire Brigade** were immediately alerted. They promptly intervened on site with the help of satellite tracking, and managed to rescue the woman. This is only one example of **how important these systems can be for the safety of drivers**.

Thanks to the agreement between **AREU** - in agreement with **MISE** - and **TSP Association**, it will be possible to offer a service similar to the **European eCall System** to vehicles outside of this field, provided they are equipped with a black box, capable of transmitting an automatic alarm in case of accident to the **TPSP Operations Center**. Thus, all information necessary for the management of the emergency can be promptly transferred to **AREU**, according to a strict protocol previously agreed and activated between the parties. In addition to this, **VEM Solutions, the Viasat Group's Research & Development company**, is involved in the **sAFE European Project**, which inherits what was done in the three previous European pilot initiatives **HeERO, HeERO2 and iHeERO**. The latter have developed and validated the **public eCall and TPSP eCall** service architecture currently in use, laying the foundations for the extension of the service to all categories of vehicles (motorcycles, commercial vehicles, trucks) currently not covered, so as to adapt the system to the evolution of network technologies (NGeCall - Next Generation eCall), with a view to a certification process for after-market eCall, object of sAFE project.

"Not only is this system essential to help reduce risks and save lives," **concludes Valerio Gridelli**, "it also enables a smart management of emergency call priorities. Suffice it to think that Viasat manages, in Italy alone, a fleet of over 700 thousand vehicles, which may be potentially affected by the eCall system and generate thousands of reports. By routing them appropriately, and validating only those that actually require a rescue operation, it is possible to considerably reduce the operational impact on AREU with regard to the initiation of rescue procedures. This would help make the interventions more and more timely".

**Who is VIASAT S.p.A.** – *An European excellence in the field of satellite security systems that integrate the latest communication technologies in order to ensure the complete safety of the vehicle and its occupants. It is active in the markets of satellite alarm systems, Insurance telematics, fleet management and Big Data. It is part of Viasat Group which, since 2002, has grown to become one of the economically strongest in our country, boasting a presence, either direct or through local distributors, in 69 countries across Europe, Africa, Middle East and Latin America, with more than 775 employees (as of 31/12/2019).*

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