Disaster Response

When you restore the mobile network,
you rebuild the human network

Disaster Response Vendor Catalogue

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The GSMA Disaster Response Programme has collected information from the vendor community to highlight products and services available to the mobile industry in advance of, and during, disasters. The following pages contain the first edition of our Vendor Directory: a compilation of solutions that support mobile infrastructure and network resilience, and deliver essential communication to disaster-affected communities and the organisations that respond to crisis. This document is a snapshot of the current landscape in disaster response solutions, and we hope it will be a useful resource for the mobile industry. We encourage interested vendors to submit entries for future editions. The catalogue will be updated on a bi-annual basis.

Please note that this list of vendors is not GSMA approved or vetted but is intended to be a useful starting point for operators when making enquiries. The GSMA have not revised any of content in these submissions. Any changes have been merely to the format for consistency purposes.

Please contact disasterresponse@gsm.org for any questions, comments or submissions.

Kyla Reid, Head of Disaster Response

Alcatel-Lucent

About Alcatel-Lucent

Telecoms today is an environment of radical adaptation to new realities, new demands, new business models. The long-trusted transformation partner of service providers, enterprises, strategic industries and governments around the world, Alcatel-Lucent delivers the innovation our customers need to stay ahead. To compete. To create. To move at the speed of ideas, both in the lab and in the marketplace.

A leader in mobile, fixed, IP and optics technologies and a pioneer in applications and services, Alcatel-Lucent includes Bell Labs, one of the world's foremost centers of research and innovation in communication technology. We bring an unmatched heritage of ideas and execution to the challenge of realizing the potential of a connected world.

With operations in more than 130 countries and the most experienced global services organization in the industry, Alcatel-Lucent achieved revenues of Euro 15.3 billion in 2011 and is incorporated in France andheadquartered in Paris.

Product and Service Description

Alcatel-Lucent 5140 Broadcast Message Center (BMC) enables emergency-alert and commercial-message broadcasts to mobile handsets in specified geographic areas. BMC-based service satisfies government emergency-alerting requirements while allowing service providers to address growing demand for commercial group-messaging services.

Features

- Full compliance to existing emergency alerting requirements
- Support for alerts to be broadcast to a large geographic area, for example, county, regional or national
- Support for static alerting, for example county geocodes, or dynamic alerting, for example, areas identified by circles or polygons
- Translation of geotarget areas to network nodes/elements, including mobile switching centers (MSCs), radio network controllers (RNCs), base station controllers (BSCs), and cell, sector and broadcast zones
- Retransmission of alerts, updated alerts and cancel alerts
- Dynamic web portal to display status of active alerts
- Secure interface to alerting gateway (IPSec) and validation of message content. Standards compliance: CDMA (IS-41/IS-841/IS-637), GSM (3GPP 23.041) and UMTS (3GPP 25.419)
- 99.999% service reliability in a geo-redundant deployment

Geographic Footprint

Alcatel-Lucent is present in more than 130 countries worldwide.

Client Testemonials

BMC is deployed for public warning purposes in 8 mobile networks worldwide. 4 of these deployments are amongst the biggest operators in the US. BMC has been deployed to protect citizens mainly from such disasters and threats as: earthquakes, floods, severe weather conditions, hurricanes, tornados, terrorist attacks, air and water pollution, radioactive, chemical or biological contamination. In the US, BMC supports broadcasts of emergency alerts sent by the Federal Emergency Management Agency (FEMA) as part of the Commercial Mobile Alert Service (CMAS). BMC is handling alerts sent by the National Weather Service. In Chile, the service using BMC has been deployed to support public safety as a result of recent earthquakes.

Client List
Note: public reference customers only.
Sprint Nextel Corp.
California Emergency Management Agency, the state of California, U.S.
Florida Division of Emergency Management, the state of Florida, U.S.
The FCC (U.S.)
The Department of Homeland Security (U.S)
The Federal Emergency Management Agency (U.S.)

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GSMA Disaster Response

ALT Inter Corporation

About ALT

ALT Inter Corporation is a professional manufacturer and integrator that specialize in producing both bare and fitted prefabricated shelters for Telecom Base Stations in Thailand (home country), Asian region and worldwide market. With considerable industry experience and the adaptive and analytical expertise of our trained team of engineers.

Historically, ALT Inter Corporation was incorporated in 2001 has been committed to supporting the communities with sophisticated telecom services. From a telecom company providing, ALT have grown together with global change and fierce competition for more than 10 years.

Today the business has evolved into a globally focused operation, active in over 30 locations by our partnership and distributor. Our short term and long term objectives remain the same. While consolidating and making existing enterprises even stronger, we shall carry on an aggressive growth plan of entering vital new businesses and markets with innovative products and quality services suitable with high technology or innovation which keep changing consistently.

Product and Service Description

Rapid Deployment Units are developed for various deployment situations such as supplementary units, placement in confined areas, survey units as well as the temporary usage such as event coverage and emergency units for natural disasters. All units are available in standard, custom specification and OEM basis.

COWs

Cell on Wheels consists of 4 main units (Knockdown Shelter, Outdoor Enclosure, Trailer, and Mast/Pole) and electrical power system which are manufactured in accordance with ISO9001 and 14001. COWs have been designed to deployable in small areas or to support emergency conditions such as natural disasters and civil unrest.

Ready-To-Drive

ALT has specially modified 4 and 6-wheeled lorry, fully fitted with telecom equipment and a telescopic pole. It allows users to focus coverage on a specific area, and in emergency unit for natural disasters such as flooding and earthquakes. Ready-To-Drive can be transported by helicopter using its integral lifting points and dropped off to any destination.

Geographic Footprint

Thailand, Laos, Cambodia, Bangladesh, Nepal, Pakistan Saudi Arabia, Tunisia, Uganda

Client Testemonials

Grouptech Solution – "We recently provided both Cell on Wheels and Ready-to-Drive to major operators in Thailand for several years and it was very efficient and went smoothly. Together with the premium solution of Grouptech, several operators are able to work well performance and continue operational and reliable even during recent disasters.

Client List
AIS
Banglalink
CAT Telecom
DTAC
Huawei
Lao Telecom
Nepal Telecom
TrueMove H
Warid Telecom
Zain

Contact
Information Center
- Domestic Department
- International Department

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Disaster Response

Ballard

About Ballard

Headquartered in Burnaby, British Columbia, Ballard Power Systems is recognized as a world leader in the design, development, manufacture and sale of clean energy PEM (proton exchange membrane) fuel cell systems. Ballard offers a comprehensive portfolio of backup power systems for wireless telecommunications and other vertical industries.

The ElectraGen™ family of fuel cell power generation systems, fuelled by either direct hydrogen or methanol, provides backup power for both 'short duration runtime' and 'extended duration runtime' requirements. Ballard's ElectraGen™ systems offer financial and environmental advantages in comparison to alternative lead acid batteries and diesel generators; high reliability, long life, minimal maintenance and extended runtime at an attractive lifecycle cost.

Ballard provides complete, proven solutions that can be implemented rapidly and easily, providing end-to-end support for a range of application requirements.

www.ballard.com

Category of Company

Ballard Power Systems, Inc. is recognized as a world leader in the development and manufacture of clean energy fuel cell systems. Our ElectraGen™ family of fuel cell systems for backup power offers a complete power solution, with important business benefits not available from traditional power sources.

Product and Service Description

For telecom service providers occasional, prolonged power outages can be devastating. Fuel cell backup power solutions offer numerous compelling advantages over conventional lead-acid battery and diesel generators in emergency backup power situations.

A. Improved Durability and Reliability - Fuel cell solutions are reliable with minimal servicing requirements (annual air filter change), and durability is minimally compromised by operation at extreme temperatures.

B. Scalability - Backup power run time is directly proportional to the amount of fuel available for a fuel cell system, so the required backup time can be provisioned by ensuring adequate on-site fuel storage. The fuel cell system itself occupies the same amount of space within existing enclosures whether eight, twelve, or seventy-two hours of backup time is required.

C. Lifecycle Cost Savings - Fuel cell systems offer lifecycle cost savings over a range of requirements; from short duration runtime applications to extended duration runtime applications. Fuel cell-based backup power systems are designed to operate for approximately ten years, while battery strings may need total replacement every three to five years. Additionally fuel cell solutions require only minimal annual maintenance compared to quarterly site visits to service diesel generators or batteries.

D. Environmental Benefits - Low to zero-emissions combined with quiet operation make fuel cells highly suitable for indoor, outdoor, urban or rural applications.

Ballard's fuel cell systems for backup power are designed for high reliability, long life, minimal maintenance and provide extended runtime at an attractive lifecycle cost. Ballard offers a comprehensive portfolio of backup power systems, scalable from 2kW and up, to meet a range of application requirements. ElectraGen™ – H2 direct hydrogen systems are best suited for 'short duration runtime' applications, requiring infrequent backup power for short periods or, relatively lower total kWhrs. ElectraGen™ – ME methanol fuelled systems are best suited for 'extended duration runtime' applications, requiring infrequent backup power for longer periods or, relatively higher total kWhrs. The system includes a fuel reformer that converts HydroPlus™ (a methanol-water liquid fuel mixture) into hydrogen gas to power the fuel cell system.

Client List
SINE Network
Motorola
Vodacom
Telstra

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Barefoot Power Ltd

About Barefoot Power Ltd

Barefoot Power, a social for-profit enterprise manufactures and distributes solar phone charging, lighting and business development products to people at the base of the global economic pyramid. We will expand the accessibility of solar energy solutions impacting more than 10m people by 2015 while reducing carbon emissions by 200,000 tonnes per year in vulnerable communities in developing countries.

Barefoot Power distributes in over 20 countries and is focussed on diverse and supported distribution strategies, a range of quality product offerings and a growing post sales customer service center and maintenance program.

By making quality energy products accessible to communities through innovative financing and various distribution channels, non-government organisations, telecommunication companies, local retail shops and building sustainable small to medium sized businesses – including income generating micro franchises, and wholesale distributors. Barefoot will contribute to the eradication of energy poverty.

Barefoot is looking for dedicated partners to help reach those goals. If interested please contact info@barefootpower.com

Product and Service Description

Barefoot power offers access to a high quality range of low cost, expandable lighting and phone charging systems that meet the UN Clean Development Mechanism standards and have passed Lighting Africa Performance Targets. Products last up to 5 years with our longer life, high capacity lithium ion phosphate battery LED light that lasts from 4 to 50 hours! From portable lamps to 7 lighting point home lighting systems including an automatic sensor security light and phone charging solutions. All products are guaranteed for 12 months.

Barefoot also provides business support services including financing, sales and marketing support and technical training.

Benefits

Barefoot power offers access after a disaster to energy for powering a mobile phone and emergency lights. Post disaster services take time to deploy and by supplying a simple phone charging unit and a portable lamp, families have access to energy to keep phones charged and receive important service information, and light to help them feel safe at night and to conduct routine activities without reliance on service providers that may take time to re-connect power.

Geographic Footprint

Africa, Asia Pacific, India, The Americas

Client List
Solar Aid
UNICEF
Wata Na Nuru
Simba Telecom
Unilever
Chloride Exide
Orange
Faulu
Impact Energies
ViAgro
Safico
ARTI

Company
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NSW 2121

Email
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Clean Power Systems

About Clean Power Systems

Clean Power Systems (CPS) is the global leader and provider of alternative power solutions designed specifically for mobile networks & ICT industry. Our power solutions are designed for off-grid and "poor grid" power applications. The solutions allow our customers to benefit from reduced operating expenses due to reduced diesel generator runtime on mobile tower sites. The technology has been proven in over 10,000 installations globally and continues to evolve to effectively serve operators in the developing markets of Africa, Latin America, Middle East and Asia. CPS has local presence in these markets and we also provide full turnkey services. Our systems come with standard remote monitoring systems to allow our customers and our service department to monitor and manage the sites and systems once installed. The CPS power network support team assures that issues in the field are viewed in real-time to assure a rapid response.

Product and Service Description

CPS and its global partners provide rapid response products such as its Mobile Communications Unit (MCU) also known as a Cell On Wheels (COW). CPS provides 4 different models of this MCU depending on the application. The units can be deployed in 1-3 hours, allowing for quick deployment. All systems are designed according to international standards TIA/EIA 222-G-2005, EC1 & EC3. These systems are designed for off-grid applications and disaster response, therefore, with CPS integrated power solutions, these systems will also provide customers with a solution that is OPEX – efficient. Our systems will consume approximately 60% less diesel fuel than the traditional system, making the CPS solution ideal for both short-term and long-term situations. On a service level, our integrated remote monitoring systems allow for maximum support in the field and allow for remote monitoring and management from any internet browser in the world.

CPS and its financial partners can offer various financing models to our customers. To assure a quick response time in any disaster, it is recommended that operators and disaster response teams purchase inventory in advance. CPS can finance its systems based on either CAPEX or OPEX models.

Geographic Footprint

Middle East, Africa, Latin America, Caribbean, Asia

Experience

136 rapid response Mobile Communications Units have been sold in total. These units have been sold into the following countries: Ghana, Lebanon, KSA, Guinea (Equatorial), Greece, Iraq, Mozambique, South Africa, Solomon Islands, Oman, Malaysia, Qatar, Cyprus, UAE, Kuwait, Jordan, Moldova, Bulgaria

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Datadyne

About DataDyne

DataDyne is a leading social enterprise, founded in 2003, pioneering the use of mobile and web technologies for data collection, monitoring and evaluation, as well as for communications and education. Its core business consists of disruptive innovation in the development, public health, and other sectors using web and mobile technologies. DataDyne's EpiSurveyor mobile data collection system (to be renamed Magpi in January 2013) is the most widely-used such system in the development sector, with more than 9000 users in more than 170 countries. DataDyne's customers are a Who's Who of international development, and include the International Federation of the Red Cross and Red Crescent, UNICEF, World Bank, WHO, Abt Associates, JSI, MSH, International Finance Corporation, ministries of health, and many others.

DATADYNE
We get data.

Product and Service Description

DataDyne's EpiSurveyor mobile data collection system (www.episurveyor.org) allows anyone to quickly create and deploy flexible data collection systems on a variety of mobile devices including iPhone, Android, Symbian, and Blackberry. It provides advanced logic functions, data entry controls, and data visualization tools without any need for programming. Data can be collected, and can be transferred from the mobile devices, with or without a network connection. Collected data can be analyzed within EpiSurveyor, or easily exported to other analysis or visualization software. The basic version of EpiSurveyor, utilized by 99% of users, limited to submitting up to 5000 completed forms per year, is completely free of charge. Paid versions have greater functionality

Geographic Footprint

International Federation of the Red Cross, American Red Cross, WHO, CDC, UNFPA, Internews, Abt Associates, JSI, IRC.

Used in more than 170 countries worldwide.

Disaster experience

EpiSurveyor was used by IRC during the Asian tsunami in Aceh, Indonesia and by various agencies after the Haiti earthquake. The vast majority of EpiSurveyor deployments require no support or permission from Datadyne (just as with Facebook or Gmail or twitter), however, and are so not catalogued by the company.

Client List
more than 170 countries worldwide;
International Federation of the Red Cross,
American Red Cross
WHO
CDC
UNFPA
Internews
Abt Associates
JSI
IRC

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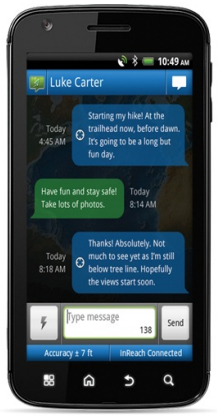
DeLorme

About DeLorme

DeLorme, the innovation leader in professional mapping and navigation technology, disconnected GIS solutions, and personal satellite messaging for everyone from recreational customers to businesses to government agencies. Proven in the most extreme conditions, from the bitter cold of the North Pole and Mt Everest to the heat and sand of Iraq and Afghanistan, DeLorme products are well known for rock-solid design, accuracy, and reliability. Located in Yarmouth, Maine, DeLorme headquarters is home to corporate offices, a state-of-the-art research and development facility, as well as Eartha, the world's largest rotating and revolving globe. DeLorme has also been a pioneer in merging GPS with another vitally important satellite technology — communications. Recent DeLorme development in this field has resulted in numerous high-profile awards from some of America's most prestigious publications and evaluators. The company is a privately-held, disabled veteran-owned small business (SDVOSB) since 1975.

Product and Service Description

inReach is a crucial piece of gear for military, search and rescue, diplomatic service, humanitarian service and other organizations to minimize risk and help ensure the safety of their personnel, wherever they are deployed. inReach will enable your headquarters to send and receive critical information to and from remotely-deployed personnel, to know their exact locations, and to remotely track their movements, all from one common operating picture. inReach provides an immediate SMS text-based communication link until cellular based communication can be re-established. Through a blue-tooth connection, users of Smartphones can easily switch between GSM and Satellite-based communications from the same phone and address book, without having to learn to use a new device. The device is water proof and shock proof, floats and provides the most economical satellite-based solution on the market.



Geographic Footprint

inReach operates over the Iridium satellite network, providing pole-to-pole, two-way satellite communications, high network reliability and low-latency data links anywhere on Earth.

Client List
inReach is a new product as of November 2011. In that short span, it has been deployed by more than 5,000 users for remote exploration, disaster preparation and response exercises and high risk adventure. These include the New Zealand Red Cross, the U.S. led Multi-National Communications Interoperability Program in Singapore, and security exercises in Africa by several large NGOs. The devices are in use for firefighting in the U.S. by government response units, personnel security by several U.N. and INGO agencies in Asia and Africa, and are used by numerous foreign and domestic militaries for tracking and communication. The names of these organizations are not for public release.

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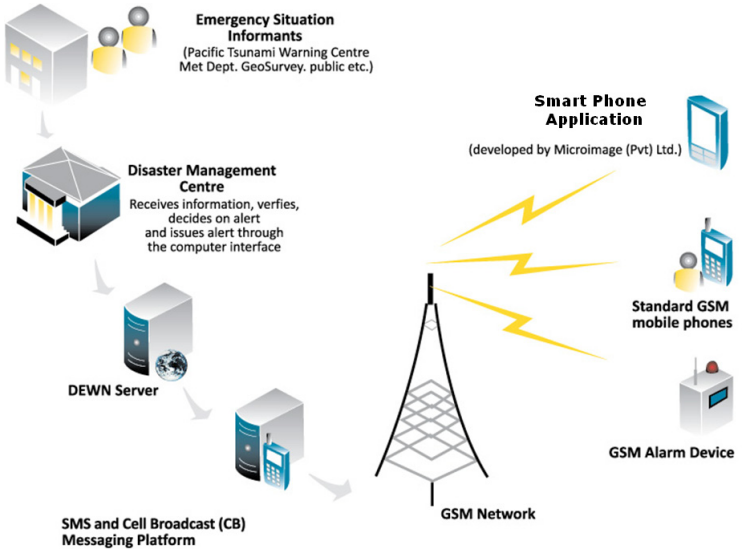
Dialog/Disaster Early Warning Network (DEWN)

About Dialog

Dialog Axiata PLC, an ISO 9001 certified company, is a subsidiary of Axiata Group Berhad. The company operates 2.5G and 3/3.5G Mobile Communications networks supporting the very latest in multimedia and mobile Internet services. Dialog has the distinction of being the first operator in South Asia to commence commercial 3G operations. Its local coverage spans all provinces of Sri Lanka, while international roaming is provided in over 200 destinations. Dialog Axiata, the largest and fastest growing cellular service in Sri Lanka also operates Dialog Television a direct-to-home satellite tv service and Dialog Broadband Network – providing backbone and transmission infrastructure facilities and data communication services, serving a subscriber base in excess of 7 million Sri Lankans.



About DEWN

DEWN is a disaster warning network implemented by Dialog Axiata PLC in collaboration with Government of Sri Lanka (Ministry of Disaster Management), Microimage Mobile Media (Private) Limited and the Dialog-University of Moratuwa Mobile Communication Research Laboratory. It is designed to inform people in disaster-prone areas of impending peril via a DEWN SMS or Cell Broadcast (CB) message. DEWN received the National Best Quality Software Award and gained GSM Asia and GSM World recognition.

DEWN Key-Contact SMSs can be issued to a database of First Responders and key personnel in the early stages of any alert, particularly when public safety considerations would argue against public alerts. First responders and grassroots operatives are equipped with mobile DEWN Alarm Devices specially developed for disaster warning as well as post-disaster communications. Finally, the public can be alerted selectively on a tower-by-tower basis by way of the DEWN Cell Broadcast system.

Geographic Footprint

Sri Lanka, Ministry of Disaster Management of Sri Lanka

Client Testemonials

"Dialog Telekom's DEWN is an integrated disaster and emergency warning network that incorporates network based as well as device based technologies to deliver an end to end disaster warning solution through the centrally configurable carriage and dissemination of alerts" – Director General of Disaster Management Centre - Sri Lanka

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Disaster Response

Ericsson

About Ericsson

- Customized Container Solutions for Telecom and Data, provided by Ericsson Supply, Special Products

In 1982 a customer approached Ericsson with the challenge to quickly establish a communication hub for a fixed telephony circuit-switched network. The solution was to take pre-configured equipment built in a shelter container, omitting the need for technically qualified on-site work.

Since 1982 Ericsson delivers container based solutions, mainly Switch & Radio, for temporary applications such as exhibitions, events, pilots for quick launch, emergency situations (natural disasters), Cell on Wheels (CoW), but also for permanent sites. In a disaster zone it is crucial to quickly be able to establish reliable and adequate means of communication. Therefore all solutions are customized made from the customers' specifications in terms of size, durability, coverage, capacity, and functionality.

On delivery the Ericsson Customized Container Solution is fully integrated and turn-key ready. Container installation is made in an Ericsson production site. Standard lead time from clarified order to delivery is 10 weeks.

Geographic Footprint

Ericsson customized container solutions in different sizes and with different technologies have been delivered worldwide:

Afghanistan, Bullet Proof Disaster Recovery Core Switch Solution.
Congo Brazzaville, Core Switch Solution.
Ghana, Core, Transmission & Data Center Container Station.
Benin, Core Switch Solution.
Rwanda, CoW Cell on Wheel, Radio Shelter Solution.
Iraq, Several shelters in different sizes and for different usage areas.
Malawi, Core Switch Solution.
Egypt, Remote BSC Switch.
Tanzania, Core Switch Solution.
Ivory Coast, Core Switch Solution.
Bermudas, Shelter Solution.
Worldwide, Ericsson Response.

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Ericsson Response

About Ericsson Response

Ericsson is the world's leading provider of communications technology and services. We are enabling the Networked Society with efficient real-time solutions that allow us all to study, work and live our lives more freely, in sustainable societies around the world.

Our offering comprises services, software and infrastructure within Information and Communications Technology for telecom operators and other industries. Today more than 40 percent of the world's mobile traffic goes through Ericsson networks and we support customers' networks servicing more than 2.5 billion subscribers. We operate in 180 countries and employ more than 100,000 people. Founded in 1876, Ericsson is headquartered in Stockholm, Sweden.

www.ericsson.com; www.twitter.com/ericsson press; www.facebook.com/ericsson; www.youtube.com/ericssonpress

Ericsson Response

- A group-wide employee initiative for ICT support in humanitarian emergencies.
- Founded in 2000
- A non-profit, non-commercial, non-political initiative
- Partnerships with organizations like UN and the International Federation of Red Cross
- Over 130 volunteers representing 30 countries
- Have been deployed on over 40 Missions with our humanitarian partners

Ericsson Response – Disaster response products and services

1. Ericsson has a network of dedicated volunteers consisting of specialists who are always ready to go out in the field supporting the humanitarian partners with hands on work, advise, knowledge transfer, training etc.

2. GSM/WCDMA container system - complete mobile network. A dedicated GSM/WCDMA mobile network for use by the humanitarian workers in the operational area(s). Offered for a limited period up to 6 months, or until the local networks are restored and operational.

3. WIDER – WLAN in Disaster Emergency Response

To help provide data communications required for users in the field, Ericsson Response has developed a solution called WIDER. The WIDER solution is used as a local area network, and provides network administration serving as a distribution point for internet access. It is used for user authentication (registration) and account management (security), usage data and statistics collection (user and network performance), and alarms and fault management (network status). It uses access points (APs) to distribute the network connectivity to the camp/office environment. The coverage area depends on the placement and number of AP's connected. Typically an AP has a coverage area of a 100m radius. Several APs can cover a larger area, including an office or camp environment. As well some VLANs are designated for different organizations to ease connectivity to their respective internal network.

Client Testemonials

For World Food Programme and for the Emergency Telecom Cluster, Ericsson is one of our best partners" – Karen Barsamian, Head of ICT for World Food Programme.

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Ericsson Response
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16483 Stockholm
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FrontlineSMS

About FrontlineSMS

FrontlineSMS aims to bring accessible communication to under-served regions where other tools may not be available. First released in 2005, FrontlineSMS is open-source SMS-messaging software that runs on a laptop connected to a GSM modem, a mobile phone, or an online SMS (or text message) service. It enables users to send, receive and manage SMS over a mobile network. The software can work without the need for Internet access, is easy to set up, simple to operate and free. Users only pay the standard text messaging charges through their regular mobile provider.

The platform is being used all around the world for activities including humanitarian response, field data collection, community surveys, health information, market price information and educational programs. The intimacy and immediacy of text messaging mean it can be a powerful tool to communicate with disaster affected communities, depending on context. To help establish suitability please see our context analysis checklist http://www.frontlinesms.com/wp-content/uploads/2012/04/2011-Infoasaid-Context-Analysis-Checklist.pdf

Product and Service Description

FrontlineSMS allows for exchange information with field staff and community members. Its features include outgoing announcements with groups of people, automatic replies based on keywords, contact management and contact fields to record metadata characteristics from which groups can be generated. FrontlineSMS can connect with other tools such as Ushahidi http://ushahidi.com, Twitter and other third-party platforms.

Previous applications have included empowering communities to report on aid received, sharing food distribution information or humanitarian alerts, cash transfers, mobilizing and coordinating field staff and setting up violence support services. See examples on the blog. www.frontlinesms.com/frontlinesms-blog/

SMS data received can be exported for sharing, review or analysis. Respondents or staff can be trained to send structured SMS, with different fields separated by commas (or other markers) or code protocols can structure replies. FrontlineSMS has powerful applications for monitoring and evaluation as using the Forms mobile app, you can collect structured data in a form even without a data (GPRS) signal.

Client Testimonials

Thomas, ActionAid Kenya Food Monitor: FrontlineSMS forms are very easy to fill. They do not consume even 10 minutes. The information goes to the hub and it is secure. Before, I gave the information on paper which can disappear.

Alex Gilchrist, PEPL Pakistan: ìWe set up a numbering system that prompted automatic replies through FrontlineSMS tailored to the complaint, as well as a response time. ... before each aid distribution process we could send messages alerting the beneficiaries about its arrival, and ... actively solicit feedback

Client List
World Vision
Save the Children
ActionAid
United Nations Office for Coordination of Humanitarian Affairs
Institute Of Migration BBC
World Service Trust infoasaid
People's Engagement Policy Lab
Télécoms Sans Frontières
European Disaster Volunteers

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Disaster Response

GBM Software

Exa-Min Technologies Pty Ltc
www.geobasemap.com

About GBM Software

The GBM Team began operating in 1991 with an initial focus on high end computer modeling for the resources industry. As the company grew we turned out attention to Land Administration, Defense Intelligence and Works Management sectors. We embraced GIS in 1995 and since then have delivered map enabled data collection and decision support systems to thousands of customers across the globe. The company has always been at the forefront of innovation, providing advanced location intelligence and wireless data transfer services well before the advent of consumer devices that now make those technologies accessible to the wider community

Product and Service Description

GBM Software streamlines the timely collection of intelligence and provides a framework to quickly synthesize that intelligence into actionable knowledge. Our products promote resilience by assisting the collation of both core geospatial data sets and situation updates that underpin prevention and preparation phases. They are also useful for rapid damage assessment and routine asset inspections that support recovery operations.

Over the last 15 years, Mobile Workforce technology from GBM Software has been installed on over 5,000 mobile devices across the globe. Over 250 Australian Local Government organizations use this software for capturing asset details as GIS map features. These form a critical part of the spatial data sets that underpin risk analysis, management plans and management operations in over 100 organizations. The GBM Software fire risk mitigation application has been operating in a number of Local Government organizations in Australia for around three years.

Geographic Footprint

The US., Latin America (Chile), Europe (The Netherlands)

Client Testemonials

GBM is a critical part of the disaster preparedness regime at Colac-Otway and our neighboring Local Government Organizations. Map enabled mobile computers assist our fire protection officers to quickly assess and monitor fire risks on a property by property basis. By inspecting every property several times throughout the fire season we engage the community to mitigate risk and allow strategic clearing along natural wild fire corridors. These risk assessments are available to inform response crews in the case of fire break out.

Greg Slater – Colac Otway Sire Council – Victoria Australia

Client List
Colac Otway Shire Council (Victoria, Australia), Surf Coast Shire Council (Victoria, Australia), Moorabool Shire Council (Victoria, Australia), Pyrenees Shire Council (Victoria, Australia), Ararat Shire Council (Victoria, Australia), Horsham Rural City Council (Victoria, Australia), Southern Grampians Shire Council (Victoria, Australia), Hindmarsh Shire Council (Victoria, Australia), Moyne Shire Council (Victoria, Australia)

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Global VSAT Forum

About Global VSAT Forum

Headquartered in London, with a regional office in Washington DC and global affiliates, the GVF is an independent, non-partisan and non-profit organisation with 200+ members from every major region of the world. The broad-based membership represents every sector of the satellite industry, including fixed and mobile satellite operators, satellite network operators, teleports, satellite earth station manufacturers, system integrators, value added and enhanced service providers, telecom carriers, consultants, law firms, and users.

Services – GVF Disaster Preparedness Registry

A persistent challenge that has severely inhibited the public and private sectors' efforts when responding to a disaster, concerns the need for "pre-positioning" of ICT solutions that are local to the disaster zone and that can be quickly used to support a disaster-response effort. The cost of creating and maintaining global warehouses of pre-positioned ICT equipment is too high for humanitarian organizations. How to link those same pre-positioned systems so that they can not only be used for disaster response, but also to be re-purposed after the disaster-relief effort to achieve medium and long-term development objectives has not been realized at a satisfactory level.

In response to this need, GVF is facilitating organizations' and agencies' efforts to address disasters through pre-emptive identification of satellite communications assets in every major region of the world. GVF Member companies either own or support most of the world's satellite infrastructure; as such, they represent an invaluable asset base for disaster preparedness, response and medium and long-term development. A searchable Disaster Preparedness Registry of trained VSAT installers and satellite system & service providers has been established by GVF and is being made available on a complimentary basis, so that fixed and mobile satellite-based resources can be more rapidly identified to serve an affected region.

The GVF has also supported disaster response by directly engaging with national regulatory authorities to negotiate emergency licensing procedures (Japan, Haiti) and has acted as a conduit of information and response coordination between its members, partners and the international humanitarian community and other responding organizations.

Geographic Footprint

Worldwide: Africa, Asia, Australia, Europe, North America, South America & Maritime

In Collaboration With

UN OCHA, WFP, NetHope, USAID, African Union, Global Partners United

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IFRC

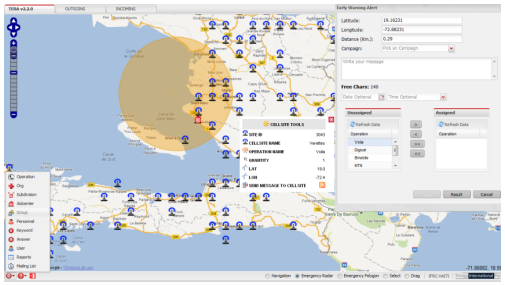
About IRFC

The International Federation of Red Cross and Red Crescent Societies (IFRC) is the world's largest humanitarian network that reaches 150 million people in 187 National Societies through the work of over 13 million volunteers.

Together, we act before, during and after disasters and health emergencies to meet the needs and improve the lives of vulnerable people. We do so without discrimination as to nationality, race, religious beliefs, class or political opinions.

Beneficiary Communications is the division of the IFRC that is supervising the global roll out of the TERA system.

Beneficiary communications and accountability is about giving people a voice and empowering them to participate in their own recovery. It connects humanitarian programming with vulnerable people by employing communications to provide and receive information. It is classic community engagement with its roots in community outreach, community media, and public health. It is a mix of both new and old technologies working in concert to allow communicating with beneficiaries more effective and efficient than ever before.



TERA Product Description

TERA helps us to save more lives by delivering timely, targeted advice to disaster affected communities that makes our aid effort more efficient. It also helps to give communities a voice, ensuring that the correct type of aid is delivered to the right places. Most of all, it lets disaster affected people know that they are not alone, giving them the strength that they need to carry on.

Key Features:

- Network activity aware: only sends messages to active handsets
- Location targeted messaging: based on graphical user interface
- Team list messaging: to reach community leaders and team members
- Keyword automated message response: to handle high volumes of inbound messages
- Message throttling: to give operators control
- Opt in and opt out functions: to address customer objections

Geographic Footprint

This is a global initiative for the IFRC. Immediate target = 40 countries

Client Testimonials

"These messages have been very helpful and useful. I hope I'll be receiving more SMS, because even if I have nothing to feed myself, an SMS from Red Cross will make me feel ok and give me more hope."
Andrena: Annexe Camp, Haiti

Haiti.
Over 100 million messages sent. 95% approval rate.
90% behaviour change

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Huawei

About Huawei

Founded in 1988, Huawei Technologies Co., Ltd ("Huawei") is one of the fastest growing telecommunications and network solutions providers in the world, and plays a leading role in the provision of all wireless solutions.

As a major player in the telecommunication industry, Huawei provides robust, adaptive and cost-effective solutions to worldwide operators. With its series of outstanding mobile products, successful end-to-end solutions, experienced radio frequency planning as well as excellent services, operators can be best assured to enjoy everlasting benefits from the long-term partnership with Huawei.
For additional information, please visit us at http://www.huawei.com

Product and Service Description

Huawei offers several products and SW features that can help operators mobilising in emergencies. The hardware products include wireless network elements that can be connected through satellite link to an operator´s existing backhaul and provide wide radio coverage. The product portfolio includes macro solutions (for a wide coverage area) to Pico solutions (for specific hotspots). The SW features include: Satellite transmission features, emergency calls, Cell broadcast, etc. The whole Huawei system can therefore be deployed to provide communications to aid agencies and victims. Technical support is also available from Huawei technical experts. Huawei is keen to work with operators and GSMA to use existing technologies as well as develop new technologies to support the humanitarian community.

Huawei is the manufacturer of the Vodafone Instant Network which is part of Vodafone emergency response program.

Huawei products offer small footprint, high capacity and the lowest power consumption in the industry. With all these characteristics telecom operators can achieve significant OPEX savings. Customized TCO models and studies are available at request.

Geographic Footprint

Worldwide.

Client Testemonials

"We are working together with Huawei to develop and provide a portfolio of new mobile technologies such as Vodafone Instant Network that can better support the humanitarian community and people affected in emergency situations. Huawei is an excellent technical partner on this programme and we look forward to strengthening our collaboration in the future."

Oisin Walton- VF Group Foundation, October 2012

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Inmarsat

About Inmarsat

Inmarsat plc is the leading provider of global mobile satellite communications services. Since 1979, Inmarsat has been providing reliable voice and high-speed data communications to governments, enterprises and other organizations, with a range of services that can be used on land, at sea or in the air. Inmarsat employs around 1,500 staff in more than 40 locations around the world, with a presence in the major ports and centres of commerce on every continent. For the year ended 31st December 2011, Inmarsat plc had total revenue of US$1,409 million and an EBITDA of US$854 million. Inmarsat is listed on the London Stock Exchange (LSE:ISAT.L). For more information, please visit www.inmarsat.com.

Product and Service Description

Inmarsat's satellite network provides robust service on a global basis when disaster strikes either destroying existing networks or where they do not exist or are inadequate. By using a lap-top sized highly portable BGAN terminal connected to a computer, an operative will have immediate voice and data communications to provide disaster assessment and aid co-ordination. A single BGAN terminal can also provide a wi-fi hub for multiple computer-users. Additionally, the IsatPhone Pro, handheld phone works off the same global satellite service and is designed to work in just about any condition, searing heat, rain, dust storms and freezing fog with the longest battery life in the market. It is simple and easy to use.

Geographic Footprint

Global

Disaster Experience

We have played key and active parts in multiple disaster environments including the Asian and Japanese Tsunamis; Haiti Earthquake; Hurricane Katrina; Philippines mud slides; Chinese earthquakes. Our technology is deployed by government, aid and media personnel to ensure information flow and fast response in often dynamically changing environments.

Inmarsat has operated for 32 years, is a UK FTSE listed company and has just invested a further €3bn in four new satellites for launch between 2013 and 2014 to enhance its world -beating capabilities.

Client List
Telecom Sans Frontieres (TSF)
American Red Cross
ITU disaster relief
US Government FEMA
US Military
NATO partners
UK FCO

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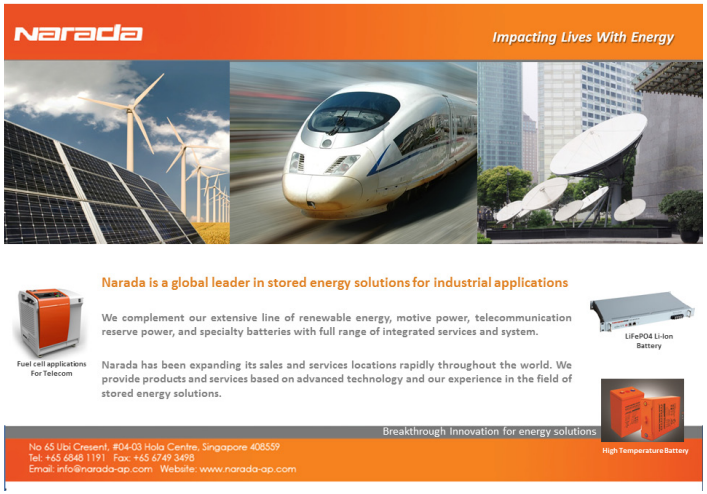
Narada

About Narada

Narada Power Source Co. Ltd., was established in year 1994 as a manufacturer for storage batteries in the field of telecom power source industry in China. Narada specialized in research, development, manufacture and sale of telecom power source, environment friendly power source, storage application products, as well as offering integrated solutions and services in the fields of standby power, motive power and special power. Narada's main product is valve regulated lead acid battery. Export its products globally, to more than eighty countries and areas in Europe, America, Asia and Africa.



Product and Service Description

Narada Asia Pacific has a large portfolio of customers in telecom power industry, and continues to grow in the renewable energy and green vehicle industry. With our well-proven track records in the battery industry especially for telecom operators, telecom integrators, power supplies and others, we have successfully worked with many of our clients across the Asia Pacific region.

Today, we have expanded our offices and global presence in Asia Pacific to various countries including Singapore, Indonesia, Thailand, Australia, Cambodia, Malaysia and Philippines. Our people are the foundation of our success and we have formed a wide network of dedicated and highly experienced teams, armed with many years of experience and each having their own field of specialization. We provide technical trainings to our customers and partners for you to understand the concept and the chemistry about our products and services. We have set-up a dedicated regional training center located in Singapore to cover our Asia Pacific training demand.

Geographic Footprint

Global

Client List
Narada has become approved vendors of many famous international enterprises, such as Huawei, Vodafone, Alcatel-Lucent, Nokia, Siemens, Motorola, Optus, Singtel, Telecom Malaysia, British Telecom, AIS Thailand, Optus Australia, etc.

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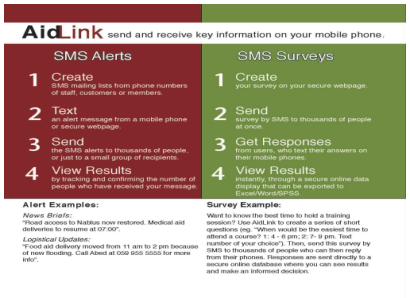
Souktel



About Souktel

Souktel is a mobile software development venture that designs and delivers SMS, web, and IVR services that connect aid agencies with people who need help. Founded in 2006 by Palestinian software developers and graduate fellows at Harvard and MIT, the organization's first goal was to combat unemployment in Palestine by linking local youth with jobs via text message. However, Palestine's ongoing need for food and medical aid led to the creation of a second set of services called AidLink. Launched in 2007, this alert and survey platform lets aid providers send out information rapidly, on a large scale, to targeted groups of community members. Today, more than 20 leading aid agencies (from the Red Cross to Unicef) actively use AidLink software to get key information to/from communities in crisis--in over 18 countries across Africa, Asia, Latin America and the Caribbean, with new locations and services added each month.

Product and Service Description

Souktel develops basic, but rugged, mobile software platforms that empower aid providers to respond to crises more effectively. All our software is custom-built, can be managed by web or SMS, and interfaces directly with mobile network gateways for large-scale, reliable messaging. Souktel staff also provide in-country training and ongoing strategic advising throughout campaign delivery. We offer three core software services: AidLink Alerts let agencies send custom SMS/audio messages to thousands of community members or staff from a secure web interface or an ordinary mobile phone. AidLink Surveys let agencies carry out fast SMS/voice-based polling, monitoring, and field data collection, with results viewable instantly online for quick decision-making. Aidlink PeerNet connects community members with similar needs or interests via closed-group SMS chat networks. Our technology is simple, needs no special hardware beyond a basic mobile phone, and can be managed from multiple locations without Internet access. For non-emergency information services, Souktel undertakes a range of revenue-sharing agreements with mobile network partners across the countries it serves

Geographic Footprint

Middle East/North Africa, Sub-Saharan Africa, Southeast Asia, Latin America/Caribbean

Deployed

2009 Gaza Crisis – Operation Cast Lead (December 2008-January 2009): Food and medical aid delivery coordination via mobile. 2010 Haiti Earthquake: Mobile information services to link local small business owners with aid/reconstruction tenders. 2011 Horn of Africa Food Crisis: Ground-level mobile data collection & information campaigns to support US State Dept. & USAID-funded relief efforts. 2012 Syrian Refugee Crisis: Mobile tracking of relief supply shipments for refugees/displaced populations.

Client Testimonials

In her remarks on the East Africa food crisis, US Secretary Clinton explained how her team was "looking [for] innovative ideas for reducing hunger and food insecurity". Among them, she noted that the State Department was "working with a tech company on the ground…called Souktel to text life-saving information to people across the region, so they know where relief can be found."

"This service will really improve the delivery of medication to remote areas. At the same time, it will allow for easier communication among village health workers."— Save the Children spokesperson on Souktel's SMS health data collection platform.

Client List
Save the Children
UN-OCHA
US State Department
International Rescue Committee
UNICEF
UNDP
World Vision
Red Cross/Red Crescent (Palestine)
Mercy Corps
CHF International (World Food Program aid distribution)

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Suntrica

About Suntrica

Suntrica Ltd from Finland (est. in 2006) is the leader in portable, flexible and high-efficiency solar charging solutions from 0,5W up to 150W. Suntrica's ergonomic, durable and lightweight chargers are applied in various consumer and professional applications worldwide. Typical use cases are cellphones, portable GPS, PMR (Professional Mobile Radio) handportable radios, tablet and notebook PCs, portable satellite phones. Both waterproof standard IP-54 and IP-56 models are available. Products are (depending on the market and use case) CE, FCC, Apple, EADS approved.

Suntrica is also United Nations Global Marketplace approved www.ungm.org. Company has head office in Salo, Finland and manufacturing partners in Estonia and China. Company has achieved recently several industry recognitions suchs as GSMA 2009 Europe Innovation Top 15 Award, CTIA New Tech 2009 Award 2nd place, Red Herring 2009 Europe 100 nomination and Nordic Cleantech 2009 Top 50 Company Award.

SUNTRICA
When You Need the Energy Most
www.suntrica.com

Product and Service Description

Suntrica solar chargers are ready to use, reliable power packs for many kinds of environments and for many different devices. You can charge the internal battery of the solar charger (typically 1500mAh) for the standby storage from sun, but also with AC-charger, computer's USB-port or car's cigarette lighter plug. The charger is ready for use even after a lengthy storage time (up to 7 years) and will capture more energy to its battery when used in outdoor environment.

Thanks to the flexible amorphous silicon panel, Suntrica's solar chargers are extremely durable and can be used in harsh outdoor conditions. They are also splash water proof. They are not bigger than a small wallet and very light, only 65 grams approximately, so they are ideal power pack for portable communication devices to give energy, exactly when and where you need it most.

Geographic Footprint

Present on all the continents, 35 markets today

Disasters Deployed

- Earthquake in Italy 2009
- Earthquake in Haiti 2010
- Continuously within Finnish Red Cross International Emergency Rescue Unit (for the use of field hospital personnel)

Client Testimonials

Green Energy Technology, India: We have had a very successful collaboration with Suntrica. SolarStrap's high efficiency solar panel and lightweight body make this product a must for any situation be it floods or earthquakes. The perfect gadget allows you to stay in contact with your loved ones no matter your situation.

Franktec Investments, Botswana: We have been very satisfied with the product. The chargers are tolerant to Botswana's harsh weather conditions and lifestyle and are a great help in the country's current power supply shortage. Suntrica's solar chargers have proved to be reliable and convenient products for the mobile society.

Client List
See:
http://www.suntrica.com/dealers.php for distributors.

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GSMA Disaster Response

UMS

About UMS

Unified Messaging Systems AS (UMS) was founded in 1997 and is a pioneer and leader in the development of advanced critical messaging systems. UMS is currently working hand to hand with several governments and first responders groups. UMS has several patents applications, which makes it unique in the industry for its technological and live saving capabilities.

UMS has offices in Norway, Sweden, Denmark and the U.S. It also has operations in other countries in Europe, Asia and Latin America. UMS excels in its capacity to prioritize, maximize and optimize the delivery of critical messaging with low impact on the mobile network; therefore it offers a state of the art Early Warning System (EWS). UMS it's a leader in the industry with several implementations currently active and many on their way. Current implementations with government authorities can be found in Norway, Netherlands, Sweden and Denmark. The company has over 50 employees.

Product and Service Description

Using the mobile network for dissemination of critical alerts based on SMS to endangered civilians is a challenge. From a functionality perspective it needs to provide the location-based capability, able to identify the endangered civilians located within a certain geographic area. From a security and reliability perspective, message transmission optimization is implemented to handle the challenges related to traffic load during emergencies. Location-Based capabilities are provided by a combination of cell coverage management (integrated with existing radio planning system) and real-time collection of location updates. Location updates are stored in a separate database that prevents use of core network components during an alert. To protect the core network and avoid congestion the SMS sending process is enhanced, among others by avoiding the routing process resulting in limited use of the HLR. Load balance of the air interface and geographical barring (to avoid congestion and protect your network during emergencies).

Deployments

The system has been used in several real life situation including gas leakage, fires, flooding and terror (Oslo 2012). Covering all phases of a crisis the system has been used for calling in personnel, planning of disaster handling, early warning of citizens and communication to selected groups of people (for instance regional and national authorities). Parts of the system were in use when the State Department of Norway evacuated all Norwegians from Egypt in the uproar in 2011. Norwegians in Chile at the time of the big earthquake in 2010 were also reached out to using the same system. For national exercises the system has been used several times to enhance the process of handling a crisis between the first responders, local and central authorities, special groups (anything from disabled people to media) and citizens.

UMS

UNIFIED MESSAGING SYSTEMS AS

Client Testimonials

"Efficient alerts to people living in, or other people finding themselves in exposed areas, is an important element to make people feel safe when it comes to natural disasters like this", says Planning Director Bård Olsen, Kingdom of Norway.

"I am happy to hear that text messages were sent this morning (Wednesday). I am very anxious to inform people when something happens, and this reaches out to a lot of people and it is very efficient", says Storberget, Norwegian Minister of Justice.

Client List

Mobile operators:
Telenor
Telia
KPN
Vodafone
T-Mobile

Users/Customers:
The Kingdom of the Netherlands
Statoil
Gasco
The Kingdom of Norway (Tafjord/Aknes IKS)

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GSMA Disaster Response

Vodafone Foundation

About Vodafone Foundation

Mobilising the community, mobilising social change: At the heart of our foundation is the belief that our mobile communications technologies can address some of the world's most pressing humanitarian challenges and our responsibility is to utilise our innovative mobile technology in mobilising social change and improving people's lives.

To achieve this objective the Vodafone Foundation invests in the communities in which Vodafone operates and is at the centre of a network of Vodafone's global and local social investment programmes.Globally, our Foundation makes social investments by funding projects which support disaster relief and preparedness including our Red Alert Programme, through projects which use mobile technology for the benefit of all, and via our unique World of Difference programme.

In countries in which Vodafone operates, our social investment is delivered by a unique footprint of 26 Vodafone Foundations and social investment programmes. These programmes are directed and chosen by the Foundation Trustees and receive funding from the Vodafone Foundation in the UK as well as their local Vodafone company.

Vodafone Instant Network

Vodafone have collaborated with partners Telecoms sans Frontieres (TSF) and Huawei to create an ultra-portable mobile network – Vodafone Instant Network. The portable network comprises of 3 suitcase-sized boxes weighing less than 100kg which can be transported on commercial flights. Vodafone Foundation developed its Instant Network Programme aiming to deploy mobile technology and volunteers in emergencies to provide communications to relief workers and affected populations. Vodafone Foundation Instant Network Programme already comprises over 50 engineers in Europe, Africa and Pacific ready to deploy with its humanitarian partners such as TSF and Red Cross.

When response teams deploy they can take the equipment with them straight to the disaster area. On location the network can be set up in less than 40 minutes and operating in local mode can work independently from any other network to provide voice and SMS services. When connected to a backhaul network the system offers GSM services linked to the network provider.

Vodafone Instant Network helped save lives in Kaikor, Northern Kenya

Vodafone Instant Network was deployed to drought-prone Kaikor, a community of 15,000 in Northern Kenya between February and April 2012. Kaikor has no power, no running water, nor any form of reliable communications and relies on aid agencies for food, medical care, education and water/ sanitation. Kaikor hospital is the only within 100 km range and some children walk up to 80 km to attend school. With NGO-Partner TSF and Huawei, the Vodafone Foundation provided 20 mobiles with priority on the network to the Kenya Red Cross and other NGOs in Kaikor so they could communicate needs in real time, coordinate relief and emergencies. The network was opened to the entire community for voice, sms, data and M-Pesa mobile money services; 5 phones were also available for free calling service 2 hours per day for those who did not have a phone.

Over 6 weeks deployment, more than 260,000 calls and 6.5 Gb were provided. At the end of the mission on 7 April, a permanent mobile network site was installed and Vodafone Instant Network was then donated to Kenya Red Cross for future deployments in Kenya.

"The first few hours into an emergency are the most critical to save lives. Vodafone Instant Network is an all-in-one and fast deployable communications solution which will help victims and those supporting them in emergencies. Vodafone Instant Network is helping to save lives."

Monique Lanne-Petit, Director of Telecoms
Sans Frontieres

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GSMA Disaster Response

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11	Ericsson Response
12	Frontline SMS
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12	Messaging Solutions	Frontline SMS
19	Messaging Solutions	Souktel
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5	Power	Barefoot Power Solutions
6	Power	Clean Power Systems
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