



eena

INFORMATION PACK

 www.eena.org

 @112_SOS

 EENA 112

JÉRÔME PÂRIS
MANAGING DIRECTOR

 JP@EENA.ORG

WHAT IS EENA?

EENA, the [European Emergency Number Association](#), is a Brussels-based non-governmental organisation set up in 1999, with the mission to contribute to improving the safety and security of the people.

How can citizens get the best help possible if they find themselves in an emergency? This is the question we continuously try to answer.

Our vision is that every citizen can access emergency services and receive the appropriate information and care during an emergency or a disaster. To that end, we want to be the organisation in the sector driving change and making an impact.

Today, the EENA community includes 1700+ emergency services representatives from over 80 countries worldwide, 100+ solution providers, 100+ researchers and many other stakeholders. We are proud to be a platform for everyone involved in the public safety community and to provide a space for collaboration and learning.

Our mission? To improve the safety and security of the people!



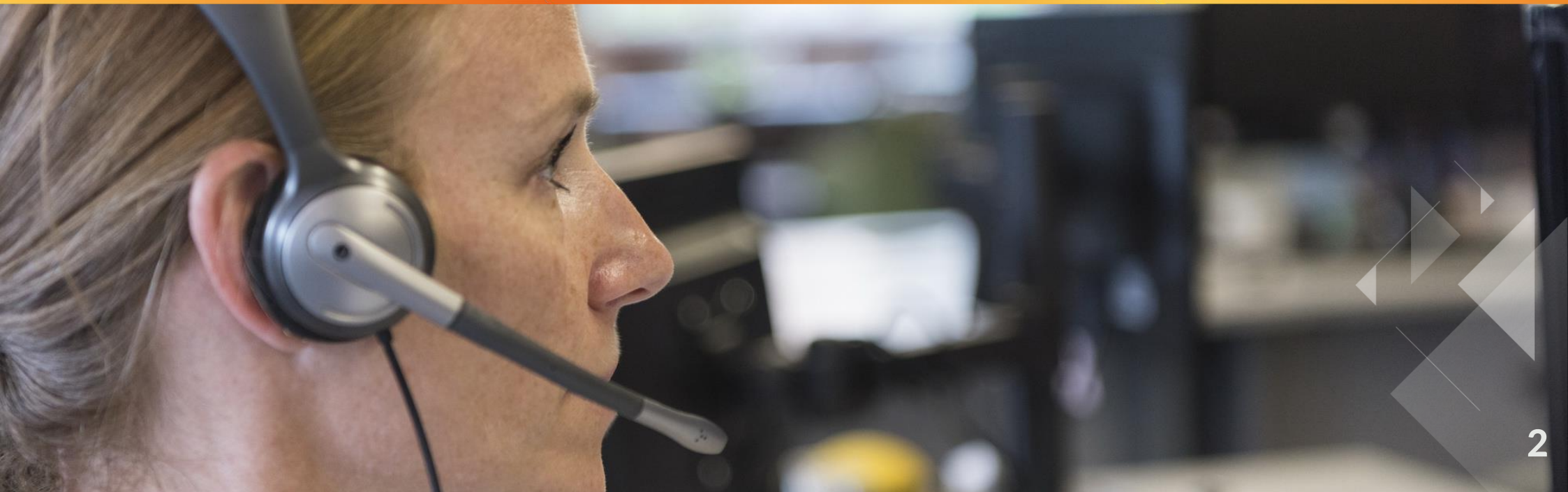
[More information about our creation, values, finances](#)

HOW CAN MEMBERSHIP AT EENA BENEFIT YOU?

Keeping track of the latest developments in legislation, technology and market in the public safety industry market is very time consuming and difficult!

With EENA membership, your organisation will **save efforts and money**. You will also get access to a level of **information, expertise and knowledge** that you could not access otherwise or would hardly manage to find.

Making knowledge available to all, facilitating connections, and driving change: that's what we do at EENA. Whether you are looking to stay up to date, solve problems faster, expand your network, identify and meet potential partners or customers, or access industry experts – EENA has the services and resources you need to achieve your goals.



NETWORK AND COMMUNITY

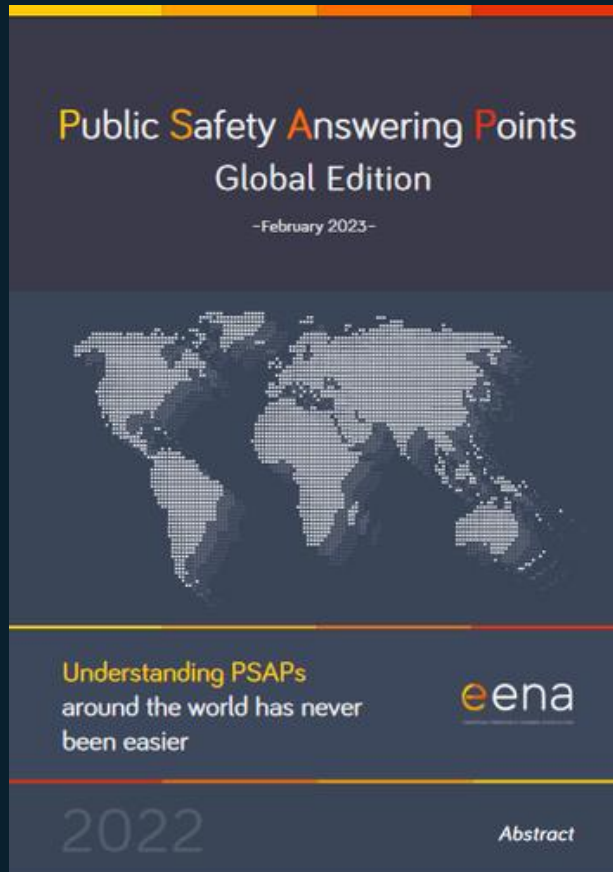
The EENA community includes 1700+ emergency services and public authorities' representatives (EMS, FRS, police, ministries, etc...) from over 80 countries worldwide, 100+ solution providers, 100+ researchers and many other stakeholders.

As a member of EENA, you not only join forces with potential customers in the emergency services but also unlock exciting collaboration opportunities with companies across Europe and beyond.

With EENA membership, you become part of a highly valued and respected community. EENA is well known in the public safety sector with an excellent reputation for accurate, useful, and reliable work.



PSAP REPORT



Our annual report on emergency services around the world is known as the ‘bible’ of public safety – for good reason.

This 800-page publication describes the functioning of emergency services in 55+ countries worldwide!

Every year, we survey our community to make sure our members have an up to date picture on how emergency services are structured, on the technologies that are used and the on the plans of reform. It definitely saves your company hours of research.

This report is exclusive to members.




[View the abstract](#)

WHO-IS-WHO DIRECTORY

100+ companies enjoy the vast benefits of EENA membership, including visibility on our website and in our twice-annual publication of our Who-is-Who in the Public Safety Industry directory, that is sent to our entire community.



 [Who-is-Who Website](#)

OUR TOPICS



ADVANCED MOBILE LOCATION



PUBLIC WARNING



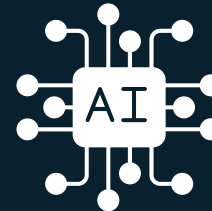
ECALL



2G/3G SHUTDOWN



NEXT GENERATION 112



ARTIFICIAL INTELLIGENCE



AED MAPPING



ACCESSIBILITY

AND MORE....



[View our Special Focus pages](#)

AWARENESS

Understanding the evolution of the market needs and challenges (at legislation, technical, operational, technology levels) can be time consuming and difficult, yet it is essential for you to market a solution that meets the needs of emergency services today and to anticipate change to identify upcoming challenges and opportunities. At EENA, we take the weight off your shoulders by **streamlining knowledge into what you need to know**.

This knowledge can help you make informed decisions in your daily work, stay ahead of the competition, and provide better services to your customers. With EENA by your side, your company has more time to do what it does best – develop cutting edge solutions and contribute to saving lives.

**CHALLENGES
IDENTIFIED IN
ADVANCE**



**MORE
OPPORTUNITIES**

**YOU STAY AHEAD OF
THE COMPETITION**

**BETTER SERVICE TO
YOUR CUSTOMERS**



**UNPARALLELED
NETWORKING**



**YOUR SOLUTION
OPTIMISED FOR THE
CURRENT MARKET**

YOUR TIME SAVED



AWARENESS



130+ DOCUMENTS

Our case studies, operational and technical documents and blogs cover a variety of topics and will update you on best practices in our industry. Our fortnightly newsletter will give you a regular overview.



WEBINARS

Our webinars feature experts from all over Europe, giving you both vital information and a chance to ask the them yourself on key topics.



STANDARDISATION

We participate in high-level committees: we are members of ETSI EMTEL, and observers of CEN-CENELEC, meaning we play a key role in the harmonisation of solutions available.

QUARTERLY CALL

This online meeting, exclusive to our corporate members, breaks down the work of the EENA team in each quarter and allows you to have a good view on what is currently ongoing and upcoming in the sector.

CALL FOR TENDERS

We monitor the field for relevant call for tenders, sharing them exclusively with our members - saving you time and offering you new opportunities, right in your inbox.

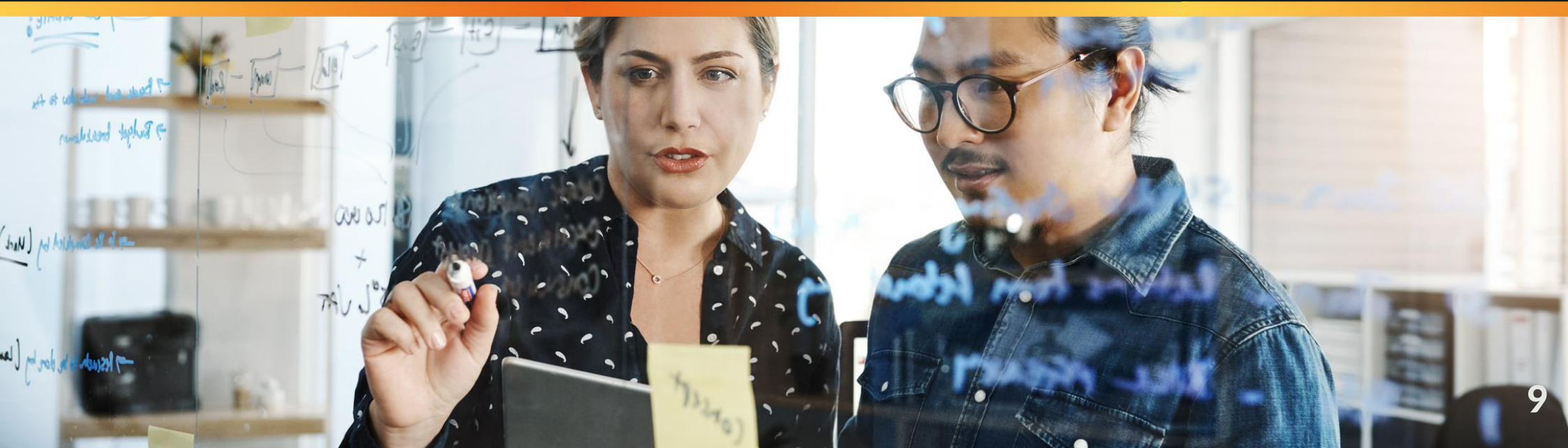
Not only do these opportunities benefit your own work and keep you up to date on the industry, but they drives change and encourages the adoption of new technologies in public safety.

SUPPORT FROM EENA STAFF

EENA membership grants your company access to a diverse range of experts, ready to assist you on a variety of topics. Whether you want to break into a new market or want to understand how EU legislation will impact your solution, EENA staff are ready to offer advice to you and your company.

We can brief you on how the market is structured in Europe, make recommendations on business development and strategy, brief you on current and future EU legislation, as well as standards related to emergency communications – and more.

For instance, a company may have a new product to sell, they may contact us for our opinion, and we would tell them, honestly, if we see a potential for it or not, and recommendations on how to proceed, or not.



EENA CONFERENCE & EXHIBITION



100+
speakers



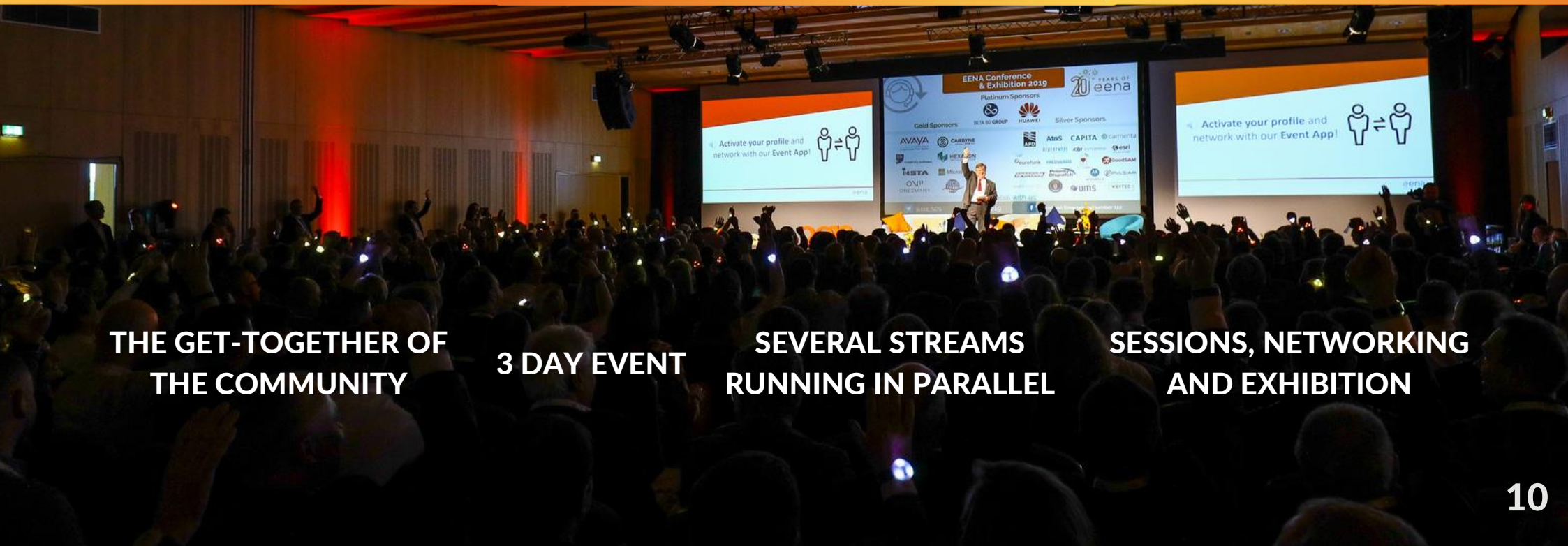
35+
exhibitors



800+
participants



50+
countries



**THE GET-TOGETHER OF
THE COMMUNITY**

3 DAY EVENT

**SEVERAL STREAMS
RUNNING IN PARALLEL**

**SESSIONS, NETWORKING
AND EXHIBITION**



[EENA Conference Website](http://www.eenaconference.com)

Professionals from across the public safety field meet annually at the EENA Conference & Exhibition for 3 jam-packed days of inspiring sessions, insightful presentations, and innovative exhibitions. You can expect thought-provoking presentations that will equip you with innovative ideas and practical solutions.

Also, we cannot stress enough the importance of networking at our annual event. Engage with fellow professionals, exchange ideas, and forge meaningful connections that will extend beyond the conference. Our networking events will provide you with the perfect platform to connect with peers, industry experts, and solution providers.



'It was an incredible experience for me to meet such a large community of wonderful people devoted to the noble goals of helping as many people in emergency situations as possible. I want to thank all the organizers, sponsors, moderators, participants and the whole team, who did everything to make everything go perfectly! I hope to have the opportunity to participate in such events again! Thank you on behalf of our entire team and from me personally! I wish you continued success and inspiration!

- Tatiana Untila, 112 Moldova

Don't just take our word for it: access the materials from EENA2023 and discover for yourself the innovation and community every EENA Conference brings.



[EENA2023 Materials](#)

MEMBERSHIP BENEFITS AT THE EENA CONFERENCE & EXHIBITION

Being a member offers exclusive benefits unavailable, even at cost, to non-members:

- Up to 5 free passes for your staff (650 EUR/additional staff; 1,200 EUR/delegate for non-members)
- Opportunity to sponsor and/or exhibit
- Possibility to deliver a speech, upon EENA's approval and needs

You'll be part of a prestigious event that brings together top professionals and thought leaders in the field. This is your chance to establish yourself as a trusted industry leader.

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**CONFERENCE &
EXHIBITION 2024**

**24-26
APRIL
VALENCIA, SPAIN**

EENA EVENTS

We also hold a number of other events during the year: in 2023, on top of our annual event, we've organised the two events presented below.

WORKSHOP: IMPLEMENTING EU LAW ON EMERGENCY COMMUNICATIONS

19-20 SEPTEMBER, BRUSSELS

In December 2022, the European Commission adopted a delegated regulation supplementing the European Electronic Communications Code containing new rules aiming at improving the functioning and handling of emergency communications in Europe.

This event aims at gathering stakeholders to discuss how to best implement the provisions of this act. The discussion will thus focus on the topics addressed by the legislation: caller location, accessibility for people with disabilities, routing to the most appropriate PSAP and migration towards packet-switched technologies.

BUSINESS PARTNERS NETWORKING EVENT

9-10 NOVEMBER, LONDON

EENA organises the third edition of a networking event especially dedicated to private companies looking for partners.

Company Directors, Senior Managers and other professionals are invited to attend to find partners and meet and network with their peers. Each company has the opportunity to deliver a short speech about themselves and hear about others.



[EENA Events](#)

Promotion of your webinars by EENA

Information about your own webinars shared in EENA newsletter (that is sent to all our community)

You use your own platform for registration of participants.

Up to 3 webinars promoted within the year (1st Jan. – 31st Dec)

Important notes:

- This service is not included in the membership package
- Cost of 1,000 EUR
- The 3 ads must be used during your year of membership (January to December).



The screenshot displays a newsletter layout with the following content:

- Horizon Europe Funding Opportunities**
On 13 November at 14:30 CET, join us to hear more about how you can benefit from Horizon Europe funding opportunities. [Save the date here.](#)
- Emergency Communications Handling Around the World**
On 27 November at 14:30 CET, join us to hear more about emergency communications handling around the world. [Save the date here.](#)
- Native Real-Time Text**
On 14 December at 14:30 CET, join us to hear more about the implementation and use of native Real-Time Text (RTT). [Save the date here.](#)

WEBINARS & EVENTS
SUPPORTED BY OUR COMPANY NETWORK

This webinar announcement is sponsored by Beta80. Are you also interested in this service? Reach out to Jerome Paris at jp@eena.org.

Multi-tenancy CAD and the road to Cloud services

20 October 2023 from 3 to 4 p.m. with Luca Bergonzi

[REGISTER NOW](#)

Multi-Tenancy CAD and the Road to Cloud Services
A PSAP needs to coordinate with different agencies to solve an emergency. But the interlocutors have several technologies and standardising them is not easy. On 20 October at 15:00 CEST, join Luca Bergonzi to hear how a multi-tenant, multi-agency cloud-managed CAD can solve these issues.

[Register Here](#)

EVENTS

eena

TESTIMONIALS

"We've been corporate members of EENA for well over 10 years and in all this time we've seen a clear and very positive evolution on the opportunities and visibility given to us in the Public Safety domain: from providing several spaces to showcase our offering and capabilities to the chance of participating in the advisory board and the technical & operations committee, and including services such as receiving information of tenders issued in different parts of the world, to name but a few. We certainly have the EENA Conference marked in our yearly calendar as a not-to-miss event!"

Iratxe Gomez Susaeta, Atos

"I have had the honour and great pleasure to represent Avaya as a communications solutions manufacturer within EENA for almost 10 years. The biggest impression during this time has been the emergency and public safety community, which has shown a great openness, cohesion and willingness to cooperate across all stakeholders, government organisations, authorities, emergency services, manufacturers, standardisation and research institutions.

EENA as a platform is therefore extremely attractive from a manufacturer's point of view, not only because of the marketing visibility, but especially because of the possibility of direct and unfiltered insights into a very special industry and a special market with its own rules. Beyond this business approach, EENA is not only an NGO, but a true family, from which real friendships have developed beyond the direct factual and technical engagement."

Markus Bornheim, Avaya

TESTIMONIALS

"EENA is a unique organisation which enables private companies like ours to engage in practical discussions on public safety issues and solutions with officials from governments and 112 departments across Europe and beyond."

Kirsty Grant, Everbridge

"Our team started out in the field of emergency calls over ten years ago. Back then, with the support of the HEMS service, we were several students working together to create the first national emergency call mobile app in the Czech Republic. We heard about EENA while looking for more information on emergency call systems in other European countries; I attended my first EENA conference and was utterly amazed. Not long after that, as a young start-up we took part in several EENA events, which always valued new ideas and youthful energy. Thanks to EENA's continued support and regular consultations, we were able to quickly move forward and, over time, expand our technologies – which these days are much more than just mobile apps – beyond our borders to other EU countries.

One of the things I appreciate most is that as a young company, we had free access to certain information from the beginning. We are now fully-fledged members of EENA, and thanks to regular consultations, webinars, and other activities, we are able to keep track of technological and legislative developments in the field of emergency communication. Moreover, this year we took the opportunity to be a first-time exhibitor at the EENA conference in Ljubljana; this brought huge benefits, particularly through receiving direct feedback from both experts and potential customers.

I am very much looking forward to our further cooperation and I would like to wish the entire EENA team every success in continuing to help break down the barriers in emergency calling between European countries."

Filip Malenak, Zachranka

TESTIMONIALS

“RapidSOS is a US-based intelligent safety platform that securely links life-saving data from over 500 million connected devices, apps and sensors to the emergency services, globally. We take pride in impactfully addressing the pain points of our customers worldwide. RapidSOS’s ability to do this in Europe has been enriched through our membership with EENA. EENA’s forward thinking vision, coupled with its membership base of public authorities, technology companies, regulators, standards organizations and other key stakeholders, has enabled us to take a well informed and holistic approach to entering European markets.

EENA’s conferences and workshops have also provided us with an invaluable platform to share our solutions with our target audiences, to learn from industry leaders and to forge meaningful partnerships. RapidSOS is grateful for the opportunities to learn, share and grow that EENA has provided us with since we joined in 2016 and we look forward to a continued partnership with this forward-leaning organization.”

Jessica Reed, RapidSOS

SERVICE FEES

Large companies	Medium companies	Small companies	Mobile Network Operators, VoIP providers
11,550 EUR	6,930 EUR	3,465 EUR	6,930 EUR

Please note that:

1. Your company will not become member of EENA but member of EENA's Advisory Board, which is not a legal body of the association but a group of entities within EENA community that get benefit from EENA services described in the previous pages.
2. By paying one of the above-mentioned fees, your company can benefit from EENA services from 1st January until 31st December.
3. Your company can nominate an unlimited number of representatives that will benefit from EENA services.
4. The above-mentioned fees do not include VAT. VAT will be added to your invoice if applicable.
5. EENA membership being valid for one year (1st January-31st December), it must be renewed at the end of each year. It is not done automatically.
6. The promotion of your webinars (up to 3) through EENA newsletter is not included in the membership package. It comes with an additional cost of 1,000 EUR and should be used during your year of membership (January to December).

MORE INFORMATION

Simply reach out to Jérôme PÂRIS, Managing Director, at jp@eena.org to learn more. He will be happy to answer any question and to schedule a call to start a conversation.



JÉRÔME PÂRIS
MANAGING DIRECTOR
JP@EENA.ORG