

# EMERGENCY AI

## WHY?

Emergency response systems are a **critical component of public sector responsibilities**: ensuring the health and safety of citizens. As such, governments invest significant resources in them every year even though they are never sufficient.

It is vital to **seize every opportunity** to optimize the emergency response processes, like the ones offered by generative AI.

## THE PROBLEM

However, **emergency response practices vary** across EU member states, making it difficult to deploy shared applications at scale.

## HOW?

We propose developing GenAI applications that are **universal and independent of existing IT infrastructures** and built around common elements found in all emergency systems, such as:

- Incoming emergency **calls**
- **Photos** from callers or drones
- **Geolocation** data
- **Territorial** and contextual information

These applications should remain **configurable** to meet the specific needs of each public authority.

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# EMERGENCY AI

WHAT?

Sample  
uses  
cases



## Prevention



## Operational Prediction



## Intervention Optimization



## Care Management



## Feedback

Decision support →

Incident risk matrix based on historical data.

Incident priority matrix based on forecast (impact, urgency), and available resources.

Real-time summarization of incident reports and coordination messages.

Help with sorting emergency admissions overflow

Help in identifying training priorities

Information processing →  
(voice, image, other)

Generation of dynamic roleplay scenarios (e.g., simulated calls, multilingual panic situations) for dispatcher or responder training.

What-if report generation (e.g., "If wind exceeds 90 km/h in zone C, expected delays in ambulance access of X minutes").

Collection of caller information while waiting for dispatch.

Call analysis (tone, language, keywords, etc.).

Image analysis from the scene (via bystanders, drones, etc.)

Automatic filling of documentation / digital records during patient care.

Voice-assisted reporting with autocompletion (location, time, etc.).

Communication →

Generation of region-specific content (e.g., SMS alerts, posters, radio scripts) to educate populations on disaster preparedness.

Automated creation of communication materials for the public and emergency services based on forecasts.

Guided assistance for callers (e.g., what to say to calm a victim).

Real-time translation or language generation to assist non-native speakers.

Generation of draft press releases or public statements tailored to the severity, audience, and nature of the incident.

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## WHAT WE OFFER



### Hosting infrastructure :

- ✓ Zero carbon emissions (hosted in France)
- ✓ NIS2 directive compliant
- ✓ Can be upgraded for hosting health data
- ✓ High availability (double datacenter)

### Training



### Local partners (France)

- ✓ Digital Civil Security Agency (*National*)
- ✓ Health Agency of Burgundy-Franche-Comté (*Regional*)
- ✓ Fire-fighting services of Doubs (*County*)

## WHAT WE NEED



### Partners with legal authority in

**emergencies** : Public administrations with legal authority in emergency management lead.



### Language understanding & generation:

Contextual conversational guidance, real-time translation / multilingual communication ...



### Speech & audio processing :

Speech-to-text, text-to-speech, sentiment and tone analysis, voice commands, ...



### Real-time interaction :

Streamlined information collection, multimodal data fusion and processing (voice, image, text)



### Image and video analysis :

Image description, object/person detection, scene understanding.



### Document automation & data processing:

Smart form filling, context-aware autocompletion, data extraction from unstructured inputs