Intelligent Control Centers
End to End Expertise

Control centers are at the heart of security and public safety operations, tasked with accurately identifying and monitoring incidents in the field and coordinating adequate response by multiple forces.

Mer Systems provides a complete suite of products and services for establishing and upgrading command & control centers. Our service is distinguished by a holistic approach and cutting-edge in-house solutions, combined with decades of experience building control centers of all sizes around the world.

Operational Solution for Control Centers

ICC monitors ongoing events in real time and responds to dynamically evolving situations. Mer Systems offers a suite of integrated solutions that allow the workforce to focus on critical information and respond in a timely manner. Mer Systems’ integrated solution includes advanced systems for presenting events and locations, video monitoring, sensors control, alarms and resources management. ICC solutions facilitate decision making by clearly presenting relevant data using the proprietary Awareness system.

Call Center. The Mer Systems solution encompasses a sophisticated call identification and management technology to ensure coordination and monitor incoming information. Our solution includes caller identification, call location identification, event classification (what, where, when), event documentation, voice recording, actions taken documentation, and assigning multiple calls to a single event.

Integrated Information for Situation Awareness.
Situation Awareness is the ability to create a clear, holistic picture of the situation in the field based on data received from multiple sources. Resource management systems, 3D GIS applications and maps, targeted databases, incident management and control systems, customized dashboards, and structured report generation are integrated within Awareness: an advanced situation awareness solution.

Decision Support. Understanding rapidly changing situations in the field requires a comprehensive, in-depth presentation of available information which will significantly enhance decision making processes. Mer Systems’ dedicated intelligence systems provide decision makers with flexible access to valuable intelligence collected during ongoing operations with real time updates.

Mer System Provide a Comprehensive Suite of Products and Services for Establishing and Upgrading Intelligent Control Centers
A Turnkey Solution for ICC

Consultancy Services. All ICC projects begin with strategic planning based on Mer Systems’ proven experience in providing consultancy services for threat assessment and security planning, dedicated architectural design and operational procedures.

Design and Construction. A comprehensive solution for ICC establishment, from planning, permitting, and construction to ergonomic design and furnishing. The solution includes custom-designed professional furniture, communications systems, air conditioning, data centers, and advanced power management.

ICC Management. Mer Systems provides a comprehensive suite of advanced systems for operations, situation awareness and decision support, with full integration between different roles and forces. ICC operations are handled by Mer Systems’ proprietary Physical Security Information Management (PSIM) system which won the Frost & Sullivan Excellence Award.

Sensors. Mer Systems designs, commissions and deploys all types of sensors to cater for the specific needs and challenges of each customer.

Organizational Structure and Training. Our intelligence and homeland security experts assist HLS and first responders forces in defining organizational structure and areas of responsibility within the center, developing work procedures and training personnel in all required skills.

The Mer Systems Advantage

- Integration & Project Management
- Hardware Development
- Software Development
- Consulting
- System Engineering
Mer Systems Experience

Mer Systems has created a range of advanced, innovative solutions to enable police, security agencies and rescue forces to successfully face contemporary challenges. The company specializes in end-to-end security solutions projects, covering all customer needs from planning and design to implementation, installation, training and maintenance.

Mer Systems' experience includes control centers of every size and scope, from a single control room to national-level facilities. Among our notable projects are ICC implementations at the Athens Olympics, Safe City projects in Rio de Janeiro, Buenos Aires, Mexico City, Jerusalem, Nazareth and Rishon Lezion - Israel, and surveillance infrastructure at Athens and Tlaxcala - Mexico.

Mer Systems offers:

- Intelligence and security solutions: control centers, video surveillance, dedicated management software, and advanced technologies for Homeland security forces.
- Complementary solutions: mobile meteorology centers, Emergency Medical Systems (EMS), rapid deployment hospitals, municipal services information management systems.
- Communications solutions: dedicated and multipurpose communication networks, fiber optics & wireless infrastructure, radio interoperability, and more.

As a member of the Mer Group, Mer Systems enjoys a global footprint, strong financial support and access to advanced proprietary technology and expertise.

Mer Group Global Presence