



## Unified Command Centre (UCC) Conceptualising a safe digital city

The 'Ekurhuleni Growth and Development Strategy 2025' focuses on improved and enhanced service delivery mechanisms within the Metropolitan Municipality and is an expression of their progressive prescience for the future. Deloitte is proud to assist Ekurhuleni Metropolitan Municipality (EMM) in implementing its vision of a Unified Command Centre to provide high quality public safety services through the successful role out of a Digital City. This will provide an intelligent 360° view of the strategic and operational issues in and around the metro.

EMM will introduce a world class service delivery platform supported by the Unified Command Centre (UCC) that relies on accurate data and produces output to guide the operations across multiple departments and Municipal Owned Entities (MOE) in hopes to enable better decision making.

*"We are happy that Deloitte assisted us with the first phase of the project, they helped take us one step closer to realising our vision for a Unified Command Centre to provide world class safety services in our metro" says CIO Kiruben Pillay.*

*"It was a challenging project, delivered by a multi-service line team comprising Risk Analytics, Corporate Finance and Consulting. It was staffed from two countries: South Africa and Spain. The project was successfully delivered and forms one of the cornerstone project qualifications of our SMART cities value proposition." Peter Gross, Smart Cities Technology Lead.*

The UCC comprises of multiple municipal facilities which will be integrated to support the objectives, which are:

- Fire department
- Water department
- Traffic department
- Emergency Services and Safety Organisations
- Power and Utilities
- Parks and Roads Agency
- Disaster Management

The successful implementation of a UCC will benefit residents in the following ways, thereby enhancing their quality of life:

- **Integration:** The metropolitan city currently has multiple command centres within the various entities which operate independently to each other, an integrated view creates enhanced coordination across the metro entities creating the foundation for reliable information.
- **Intelligent Insights:** The lack of integration results in missed insights and hinders opportunities on impactful actions informed by predictive insights. Proactive incident identification provides for better strategic and tactical decision making.
- **Service Delivery:** The sharing of data in real-time will enable efficient responsiveness regarding the following issues; roads, power grids, water supplies and infrastructure.
- **Resource Maximisation & Sustainability:** Data sharing between other emergency services & agencies will provide a wider range of information thus overcoming existing information silos and ultimately resulting in reduced incidents.

- **Revenue Collection:** With intelligent and insightful investment of public funding, investments can be leveraged to create an environment that is conducive to investment by private organisations.
- **Batho Pele Principles:** Deloitte recognises the importance of engaging and partnering with the EMM under the principled Batho Pele umbrella which states that public servants should be polite, open and transparent and provide quality service delivery.
- **Citizen Safety:** The ultimate goal of a smart safe city is achieve enhanced quality of life for citizens and deliver tangible benefits at national, state and local levels.

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