



# STREAMWIDE



## PERSPECTIVES ON THE EU MARKET FOR NIS PRODUCTS



StreamWIDE

# STREAMWIDE IS :

A leading communications software technology provider with world wide reach in the areas of

- secure mobile business process solutions
- call completion services, visual voicemail
- virtual numbers services
- charging solutions
- call center solutions





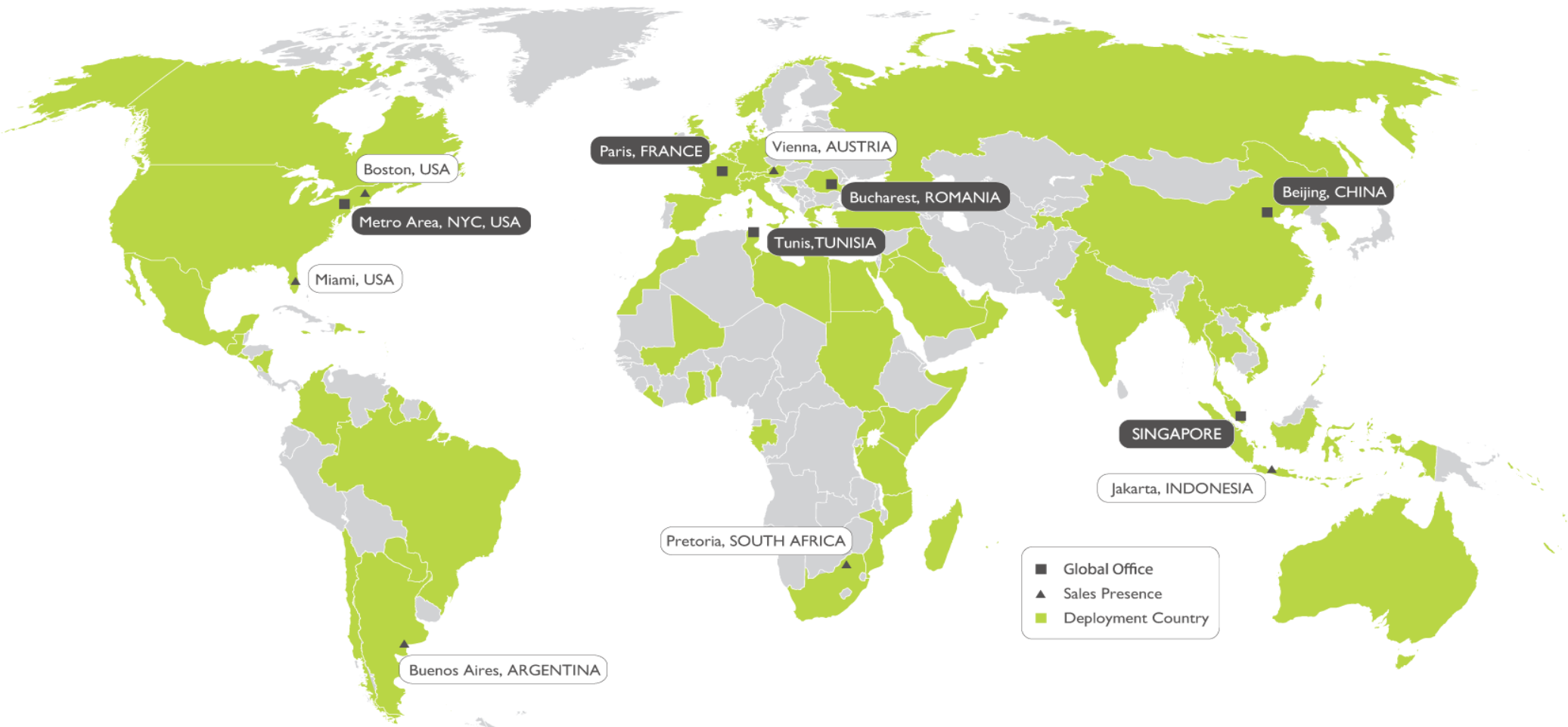
StreamWIDE

# KEY FACTS

- Specialist in carrier grade value-added services and mobile business process solutions for operators and enterprises
- 130+ customers worldwide
- 100M+ end-users worldwide
- Live operations in 71 countries and 5 continents
- Patent-protected software technology
- Public company listed on the Alternext (Euronext) stock exchange



# WORLDWIDE FOOTPRINT





StreamWIDE

## Distributors



## Integrators



- ▶ 100M+ end-users worldwide
- ▶ 130+ customers worldwide
- ▶ 24/7 worldwide operations
- ▶ Strategic Partners/Multiple Domains

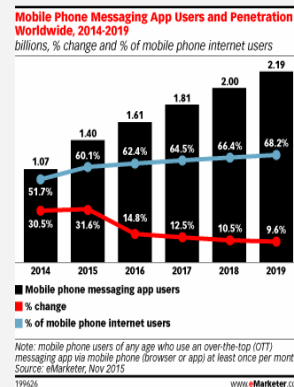
## PARTNERS

### Technology Partners

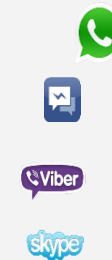


# MESSAGING IN BUSINESS COMMUNICATIONS

- More than 1,5 Billion combined OTT IP Messaging mobile apps are in use worldwide (Whatsapp, Line, Facebook, Wechat,...)



- Mobile messaging is used by many employees at work and with colleagues and friends:
  - Immediate ease of use, group communications
  - Corresponds to 'digital natives' employees habits
  - Becoming a common way to do business
  - A fictitious but persistent feeling of privacy for latest app
  - Spreads via Bottom-up adoption





**team**  
*on the run*

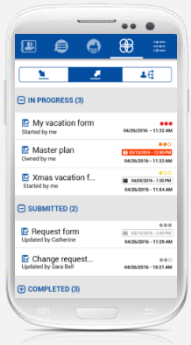
# IS THE FIRST STEP OF A DIGITAL REVOLUTION

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- Smartphones aggregate communication and high processing power
- They allow to automate and digitalise processes on the field
- Business Process Management is no longer limited to large factories but penetrates all activities and especially services
- Field workers can focus on customer interactions as their repetitive tasks are automated
- IoT can also automate processes data input
- Analytics can be run on paperless processes data and give an unprecedented view of a company operations



## From Prescribed Actions ...



## ...to Improvisational Interactions

“Traditional BPM and standardized workflows deliver operational excellence measured by efficiency but not the innovation required in the digital age. An improvisational approach to BPM can help CIOs to add greater value to front-office, customer-experience improvement initiatives.

Newer technologies that provide greater context, visibility, configurability and traceability of tasks, interactions, information flows and decisions can enhance the efforts of CIOs and digital workplace leaders to enable an empowered workforce. ”

Gartner



## Good News :Technology is here!

- Smartphones/ tablets /WebRTC
- OT/IOT, NFC, BLE,...
- Networks
- APIs
- Communication tools (Whatsapp, Facebook, Google WeChat, Skype, Slack)



## It is affordable and very agile

- Free tools
- Cheap APIs

- Consumer tools are **not** ready for Business use
  - Directory
  - Administration
  - Integration
  - Data control
  - Maintenance
- Security is an issue
- Organizational structure does always match Vendor philosophy
- Legacy IT is complicated to tie to new tools





**team**  
on the run

# Market is driven by new requests

- Bridging the gap between process and communications
- Tools customizable and custom made compatible.
- Group based Business Process solution to keep teams interconnected
- Security Management solution for comprehensive monitoring, tracking, and communication
- Solution that can Locate critical staff, and track assets





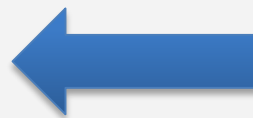


***team  
on mission***

**USE CASE: CRITICAL SWAT OPERATION**

# TACTICAL BUBBLE DEPLOYMENT

A terrorist attack is happening, the SWAT are on their way to the site and bring with them a LTE tactical bubble to deploy once they arrived.



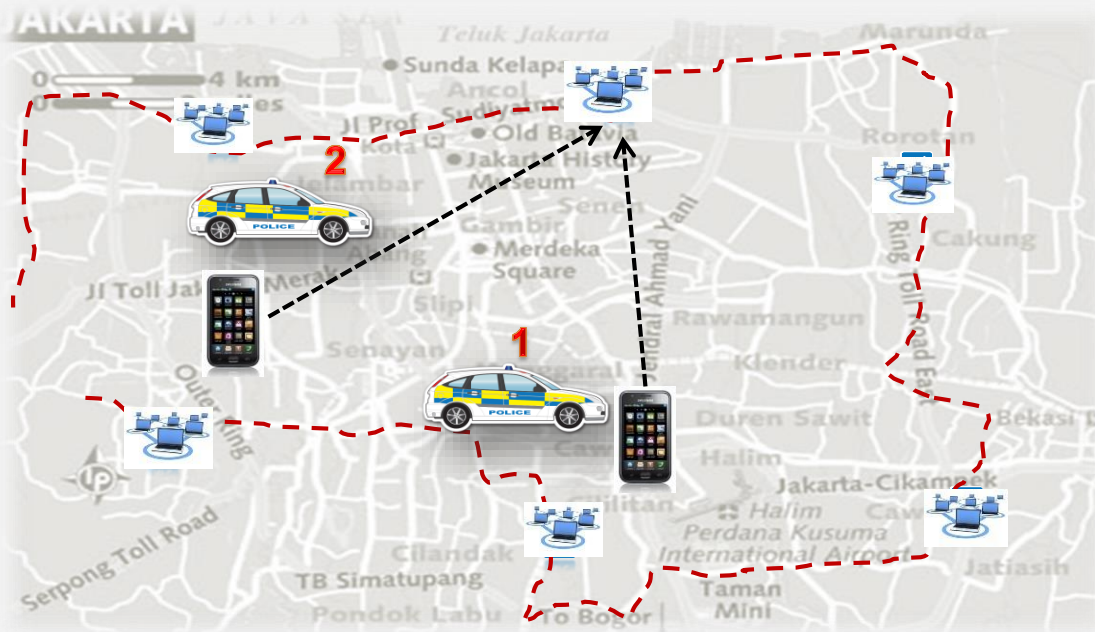
LTE  
Tactical  
Bubble  
Deployment





# TACTICAL BUBBLE DEPLOYMENT

- On their way to the site, the SWAT can use public networks and have a speech priority to communicate between them.



# EXCHANGE BETWEEN THE DIFFERENT ACTORS (1)

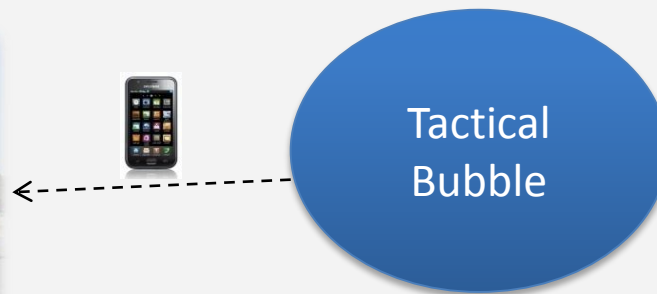
- Once on the site, they can deploy the tactical bubble via the satellite Astrium to the control room and be automatically connected to it.
- Now, they can communicate altogether and with the analysis situation Centre.





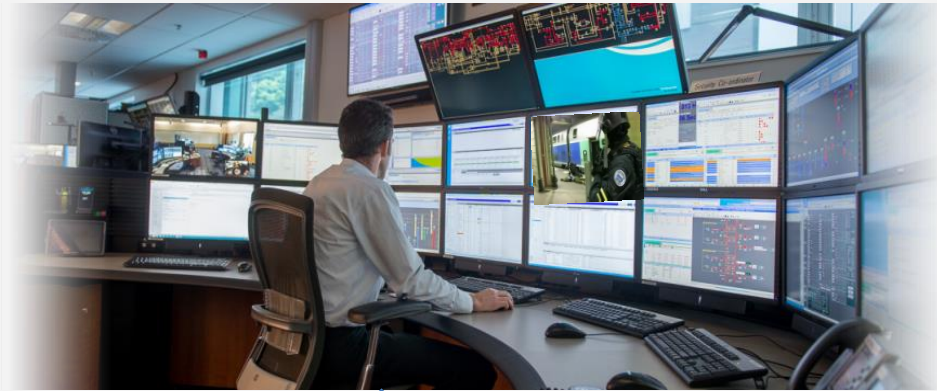
# EXCHANGE BETWEEN THE DIFFERENT ACTORS (2)

If someone external wants to reach them, he goes through the tactical bubble automatically as they are using it, so the team can get all the information through it.



# WAYS OF COMMUNICATIONS (1)

- The analysis situation Centre can ask for a live streaming, in that case the SWAT can trigger their camera and stream directly from their phone.



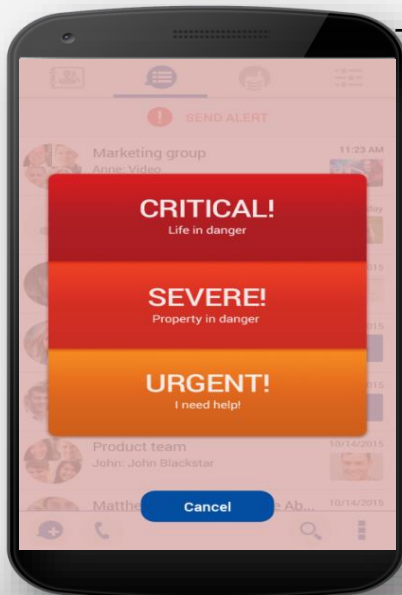


**team**  
on mission

## WAYS OF COMMUNICATIONS (2)

- The team can use PTT, text messages or photos to communicate and identify the terrorists and send the information to the analysis situation Centre.
- The analysis situation Centre can get information about the pulse rate and munitions left of the participants via their phones.

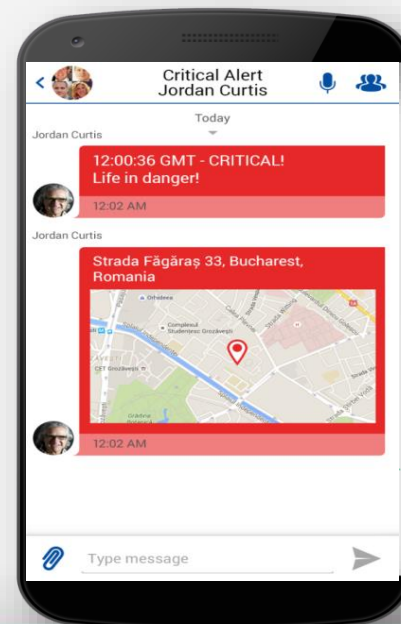
Munitions left  
Pulse rate



PTT

Text messages

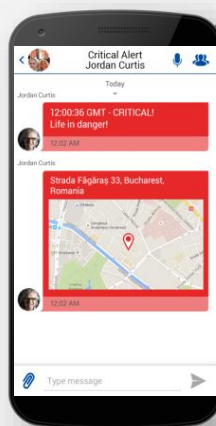
Photos



# CRITICAL BUBBLE CLOSING

- At the end of the mission, participants can write their reports directly from the intervention place while being saved to the analysis situation Centre.
- They can now close the tactical bubble and switch to the public network on their way back and still be able to communicate with their team members.

Tactical  
Bubble



Reports





Thank You