

# **Next Generation Emergency Response System Market by Offering (Hardware, Software, Services) by End User (PSAPs, Law Enforcement Agencies, Fire Departments, Emergency Medical Services, Other End Users) and Region - Global Forecast to 2028**

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## **Abstracts**

MarketsandMarkets forecasts that the next generation emergency response system market size is projected to grow from USD 2.4 billion in 2023 to USD 3.3 billion by 2028, at a CAGR of 7.0% during the forecast period. The proliferation of connected devices, such as smartphones and wearables, is creating a wealth of data that can be used to improve emergency response. Next-generation systems can integrate with these devices to collect real-time information about the location and condition of individuals in need, which can help to improve situational awareness and guide response efforts.

“By services, the managed services segment is expected to grow with the highest CAGR during the forecast period.”

The use of managed services manifests as a critical facilitator in the context of next generation emergency response systems, transforming how institutions confront emergencies. Because of the unmatched scalability provided by these cloud-based solutions, computer resources may be quickly adjusted to suit the changing needs of emergency scenarios. Managed services, with their redundant data centers spread around the globe, are inherently reliable and highly available, ensuring continuous accessibility and responsiveness at pivotal times. Cloud-based storage solutions provide the smooth management and archiving of enormous volumes of data that are created in real time during emergencies. Managed services also enable emergency responders to collaborate and communicate in real-time, which promotes efficient information exchange. With insights from past data, reaction teams can be better

prepared for future occurrences thanks to integrated analytics tools. Managed services, which place a high priority on cybersecurity and compliance, offer a safe environment for managing sensitive data.

“By services, the professional services segment is expected to hold the largest market size during the forecast period.”

The utilization of professional services plays a pivotal role in enhancing the overall effectiveness and reliability of these critical infrastructures. Expert consultants bring valuable insights to the design and implementation phases, tailoring solutions to specific geographic and demographic considerations. Training programs conducted by professionals ensure that emergency response personnel are adept at utilizing the latest technologies and adhering to best practices. Cybersecurity and data protection become paramount with periodic audits and compliance checks, safeguarding sensitive information against evolving threats. Continuous monitoring and improvement, facilitated by professional evaluations, maintain the system's optimal performance and integration with emerging technologies. Moreover, professional services extend to community engagement, where strategic communication plans and outreach initiatives build public trust and awareness.

“Asia Pacific is expected to grow with the highest CAGR during the forecast period.”

The Asia Pacific next generation emergency response system market is expanding rapidly, owing to a number of factors. Technological advances, such as the incorporation of artificial intelligence, the Internet of Things, and real-time data analytics, are improving the efficiency and accuracy of emergency response activities. Governments around the area are actively investing in emergency response infrastructure, driven by a growing recognition of the critical role these systems play in minimising the effects of natural disasters and accidents. The Asia Pacific region's vulnerability to natural disasters emphasises the importance of robust and modern emergency response solutions. Collaboration between the public and private sectors, as well as the incorporation of these technologies into smart city programmes, contributes to the market's expansion.

### Breakdown of primaries

The study contains insights from various industry experts, from solution vendors to Tier 1 companies. The break-up of the primaries is as follows:

By Company: Tier 1–62%, Tier 2–23%, and Tier 3–15%

By Designation: C-Level Executives–38, Director Level–30%, and Others–32%

By Region: North America–40%, Europe–15%, APAC–35%, MEA–5%, Latin America–5%

The major players in the Next generation emergency response system market are Motorola Solutions (US), AT&T (US), Intrado (US), Hexagon (Sweden), Esri (US), Sinch (Sweden), Atos (France), Comtech (US), Zetron (US), Everbridge (US), Avaya (US), Cisco (US), RapidSOS (US), NGA (India), Convey 911 (US), Boost Pro Systems (UK), Simoco Wireless Solutions (UK), SEON Group (Germany), Carbyne (US), RapidDeploy (US). These players have adopted various growth strategies, such as partnerships, agreements and collaborations, new product launches, product enhancements, and acquisitions to expand their footprint in the next generation emergency response system market.

### Research Coverage

The report segments the global next generation emergency response system market based on offering has been classified into Hardware (Switching & Routing Equipment, Call Handling Systems, Network Infrastructure Equipment, Other Hardware), Software (Call Management Software, Location-Based Services Software, Text Messaging Software, Multimedia Support Software, Other Softwares) and Services (Professional Services (Training & Support Services, Consulting, Integration), Managed Services). By End User, the next generation emergency response system market is classified into: Public Safety Answering Points (PSAPs), Law Enforcement Agencies, Fire Departments, Emergency Medical Services, Other End Users. By region, the market has been segmented into North America, Europe, Asia Pacific, Middle East & Africa, and Latin America.

### Key benefits of the report

The report would help the market leaders/new entrants in this market with information on the closest approximations of the revenue numbers for the overall next generation emergency response system market and the subsegments. This report would help stakeholders understand the competitive landscape and gain insights to position their businesses better and plan suitable go-to-market strategies. The report would help

stakeholders understand the market's pulse and provide them with information on the key market drivers, restraints, challenges, and opportunities.

The report provides insights on the following pointers:

Analysis of key drivers (increased technological advancements in communication infrastructure, the proliferation of the Internet of Things (IoT), smart cities, connected vehicles, and wearables, growing need for enhanced emergency communication), restraints (cost and infrastructure challenges, data security and privacy concerns), opportunities (government initiatives and regulations, adoption of cloud computing), and challenges (cybersecurity risks, scalability and flexibility).

**Product Development/Innovation:** Detailed insights on upcoming technologies, research & development activities, and new product & service launches in the next generation emergency response system market.

**Market Development:** Comprehensive information about lucrative markets – the report analyses the next generation emergency response system market across varied regions.

**Market Diversification:** Exhaustive information about new products & services, untapped geographies, recent developments, and investments in the next generation emergency response system market.

**Competitive Assessment:** In-depth assessment of market shares, growth strategies, and service offerings of leading players such as Motorola Solutions (US), AT&T (US), Intrado (US), Hexagon (Sweden), Esri (US), Sinch (Sweden), Atos (France), Comtech (US), Zetron (US), Everbridge (US), Avaya (US), Cisco (US), RapidSOS (US), NGA (India), Convey 911 (US), Boost Pro Systems (UK), Simoco Wireless Solutions (UK), SEON Group (Germany), Carbyne (US), RapidDeploy (US).

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