



MarTRX

Incident and Crisis Management

Actionable information and decision support
when seconds count

Maritime

FREQUENTIS
FOR A SAFER WORLD

Breaking down the barriers to effective crisis response

In a maritime emergency, every second can save a life. When a distress call breaks over the radio and a vessel is in trouble, search and rescue teams must cut through uncertainty to gain immediate clarity and act decisively. However, in many coordination centres, operators are held back by fragmented, siloed systems that slow them exactly when agility matters most. Highly trained professionals – who instinctively know the right steps – are forced to battle inflexible tools instead of focusing their full attention on the people waiting for help out at sea.

Challenges

Fragmented communication channels

Voice and data exchanges sit across separate tools, slowing alerts and responses.

Heavy manual workloads

Time-consuming incident handling increases operator burden and operational risk.

Limited operational visibility

Key information from AIS, radar, CCTV, and databases remains distributed across isolated sources.

Inconsistent or missing decision guidance

Missing or unclear workflows delay critical responsibilities and actions.

Slow resource mobilisation

Manual notification steps hinder rapid deployment of teams and assets.

Overreliance on operator expertise

Operators must compensate for system gaps instead of being supported by structured processes.

Disconnected system landscape

Lack of integration across platforms makes operations slower and more error-prone.

Insufficient operational traceability

Incomplete documentation complicates reviews, investigations, and legal follow-up.

Focus on saving lives rather than siloed systems

Maritime rescue coordination centres (MRCC) operate in environments where speed and clarity are critical. However, their work is often dominated by fragmented tools and disconnected workflows. Communication is spread across multiple platforms, forcing operators to switch systems during the most time-critical moments. Incident handling remains largely manual, increasing delays, workload and the risk of errors. Situational awareness suffers when vital data from Automatic Identification System (AIS), radar, CCTV and external databases sit in isolated sources, making it difficult to form a complete operational picture. Without consistent, guided workflows, decision pathways

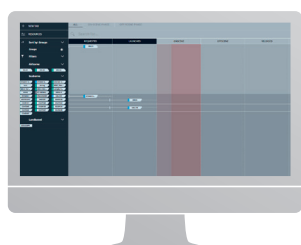
become unclear and slow when every second counts. Manual notification procedures further delay resource mobilisation, while system gaps place high pressure on operators who need full focus. Disconnected platforms create inefficiencies and raise the potential for mistakes, while incomplete documentation reduces transparency and complicates investigations or legal follow-up.

A modern, unified approach must streamline communication, consolidate data and support decisions, enabling operators to stay focused on saving lives rather than managing systems.

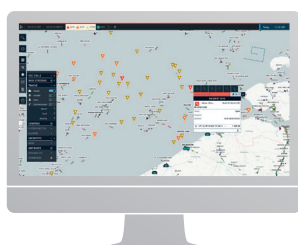
Turning data overload into actionable knowledge

Designed with experienced MRCC operators, MarTRX ICM breaks down barriers to effective crisis response by unifying communication, data and workflows into one user-centred platform. It replaces fragmented tools and manual tasks with integrated voice communication, automated data collation, instant alerting and immediate decision support within a guided incident process. By consolidating AIS, radar, CCTV and database feeds, MarTRX ICM delivers real-time situational awareness, while structured workflows enable fast, consistent decisions and reduce operator workload. A full recording solution captures communications, sensor data, and displays, with automated transcription and replay to support investigation, optimisation, and training, ensuring clarity and speed.

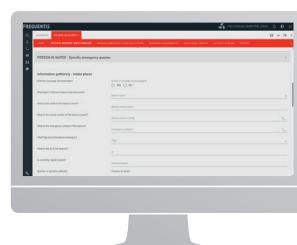
One platform – full crisis control



Resource Management



Tactical Chart Display



Incident Management



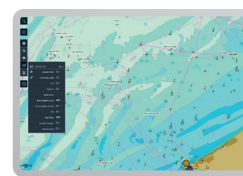
Maritime Directory



MCS 3020 IP Voice Communication

Benefits

- Built around the operator's needs
- Integrated and networked workflows
- Automated documentation
- Flexible and modular architecture



Mobile Client

MarTRX ICM features a modular, flexible architecture that integrates seamlessly into existing communication and information systems through its open, service-oriented design. It can be deployed “out of the box” or tailored to specific operational needs, with powerful data management tools that align information from diverse external sources. Operators benefit from permanent awareness of resource

availability and status. A high-performance GIS, optimised for common maritime sensors and tracking technologies, provides a clear operational picture. Clear incident management forms support rapid, guided execution, while a comprehensive maritime directory aggregates data from multiple international and local databases.

Keeping the operator in the driver's seat

The solution's rich feature set is designed to place relevant actionable information right at the operator's fingertips. This supports rapid, informed decision-making and effective collaboration across all fronts.

All critical data, seamlessly integrated

MarTRX ICM delivers unrivalled integration and harmonisation of incident-relevant data by unifying sensor inputs such as terrestrial and satellite AIS, radar, radio direction finders and CCTV to provide accurate maritime situational awareness. It supports S-57 and S-100 Electronic Navigational Charts and offers integrated voice communication across system modules for faster coordination and documentation. Reliable data management ensures consistent transformation and synchronisation of external feeds, while a comprehensive maritime directory aggregates national and international vessel information.

Faster process-guided response

MarTRX ICM enables rapid incident handling through a guided management process supported by checklists aligned with the International Aeronautical and Maritime Search and Rescue Manual and customer-specific workflows. A dynamic contact list automates or semi-automates alerts to emergency services and incident staff, while rule-based logic involves additional operators when required. Continuous action logging captures all operational activities, and full system implementation including hardware, software and integration helps ensure reliable 24/7 availability.

Improved situational awareness

MarTRX ICM supports accurate incident location identification regardless of the notification source. It provides a clear situational overview to all stakeholders through a multi-layer Tactical Chart Display visualising information like location, meteorological and hydrographical data, and available SAR units with direct vessel communication. An advanced Resource Management Module maintains visibility of resource status, including cooperating agencies. Incidents created directly from the chart are automatically populated to and documented in the Incident Management module. Incidents are colour-coded by urgency for rapid prioritisation.



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