



Live video from any caller's phone.

Horus adds a live video stream to an emergency call. The operator sends a link by SMS, the caller opens it in their phone browser, and the operations centre sees the scene with GPS, chat and two-way voice. There is nothing for the caller to install.

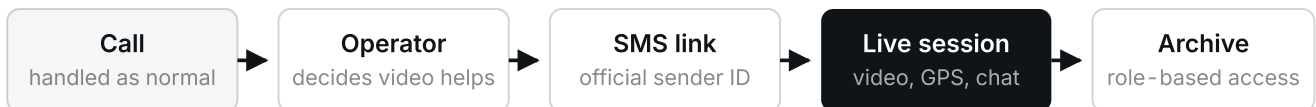
Why video

A voice call describes the scene. Video shows it.

An emergency operator has a voice line and a rough location, and has to decide in seconds what to send. Callers under stress describe badly, and the only camera pointed at the incident is in their pocket.

Horus turns that phone into a live feed for the operations centre, without an app, an account or a download. The operator sees what the caller sees, guides the framing over voice, and dispatches with a clearer picture.

How it works

From voice call to live scene in one link.

The caller dials the emergency line as usual. Only when the operator judges it necessary and safe does Horus come in. The SMS carries a browser link and no credentials. The caller taps it, grants camera access, and the operator sees the scene while the voice call continues. The session is stored with the incident when the call ends.



At the operations centre

What the operator gets.

Live video and images

The scene as the caller sees it. The operator guides framing over voice and captures stills for the record, so the visual documentation is accurate.

Chat and two-way voice

Text alongside the stream for instructions that need to be exact, without dropping the call.

Operator console

A web console in the operations centre. Integrates with Sirius where deployed, so the caller's feed sits next to fixed cameras and the incident log.

Location

Phone GPS places the caller on the map when a spoken description is not enough, and updates as they move.

Incident record

Reporting and data capture tools inside the session, so the evidence is complete when the call ends and the investigator gets what the operator saw.

Faster dispatch

Operators size the response to what they can see, not to what they can infer from a description.

On the caller's side

Works on the phone already in their pocket.

Horus uses the native video streaming that modern browsers ship with. There is no app to find, download or trust in the middle of an emergency, and no account to create.

Browsers	Chrome and Safari 11 or later, and other browsers with WebRTC support
Android	Android 7 onwards
iOS	iOS 11 onwards
Caller install	None. The link opens in the default browser and asks for camera permission.
Data used	Video stream, GPS position and chat for the duration of the session only

Security and data

Short-lived links, encrypted storage, controlled access.

SMS links expire automatically within minutes of issue.

Streams and stills are encrypted in transit and at rest, with granular access controls on stored content.

Access to recorded sessions is role-based and audited.

Data management and backup keep recordings available for as long as the agency's retention policy requires.

Cloud hosted, with the deployment posture agreed with the agency's security team.

In service

The Emergency Video System for SPF and SCDF.



Horus is the platform behind the Emergency Video System developed with HTX for the Singapore Police Force and Singapore Civil Defence Force operations centres. It was deployed into the SPF Operations Centre first to validate the activation flow end to end, then extended to SCDF, with operator training on when to escalate to video and when not to.

Operators obtain incident information from a live video stream that a short voice call cannot carry, and the recording is attached to the incident for investigation.

2023

in service since

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agencies, SPF and SCDF

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apps for the public to install



Book a demo

See a live session from your own phone.

A demo takes fifteen minutes and needs nothing but a phone with a browser. We will walk through the operator console, the caller experience and how sessions are stored.

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