

MEDICAL FAIR THAILAND: VISOCALL IP IN THE LAND OF SMILES

11 – 13
September
2019
Bangkok

We'll be presenting our VISOCALL IP communication system at the most important healthcare trade fair in South-East Asia. We'll also highlight our RFID solutions, workflow systems and other offerings for the healthcare sector. www.schrack-seconet.com

SCHRACK SECONET: STAND H01



SCHRACK
S E C O N E T

Efficient extinguishing

*Fire detection, alarm notification
and extinguishing in one device*

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A voice saves lives

*Fire detection and voice alarm
notification from a single source*

PAGE 04

25 years of Schrack Seconet

*Reliable security solutions from
Europe*

PAGE 08

fire&care





Editorial

Dear customers and business associates, 25 years of Schrack Seconet – now that's a real success story! Since its founding in 1994 as a specialist for fire alarm technology, communication and security systems, the company has advanced steadily in terms of growth, innovation and customers from Austria, Europe and around the world, many of whom we often support over many years. It's only logical that our expansion should continue. Our latest step has been our market entry into Norway. You can read more about this on page 14.

Digital security

Our magazine in this anniversary year focuses on the topic of security; we'll be highlighting all facets of this throughout the year. In this issue's cover story on page 8, you can read about the criteria we use to develop security systems for people and assets, and on which we place special emphasis for our products. Progress in digitisation, especially, offers significant benefits for security, from the increasing networking of different trades to mobile remote access.

Current solutions

A highly topical example of how we handle the increasing need for security in companies can be found in combined systems, which offer fire detection and voice alarm notification from a single source. You can find all the details on page 4.

Focus on security

Finally, I'm pleased to report that we've been able to persuade Wolfgang Pauser to contribute an item on security, the focus for this year. On page 16, the famous essayist, who was also a contributor to DIE ZEIT, takes the subject to a higher level and considers the concepts of security and risk in different settings.

Enjoy your read!

Yours truly, CEO Wolfgang Kern

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PHOTO: ISTOCK / LJUBOVTERLETSKA

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Security technology for people

Essay by Wolfgang Pauser



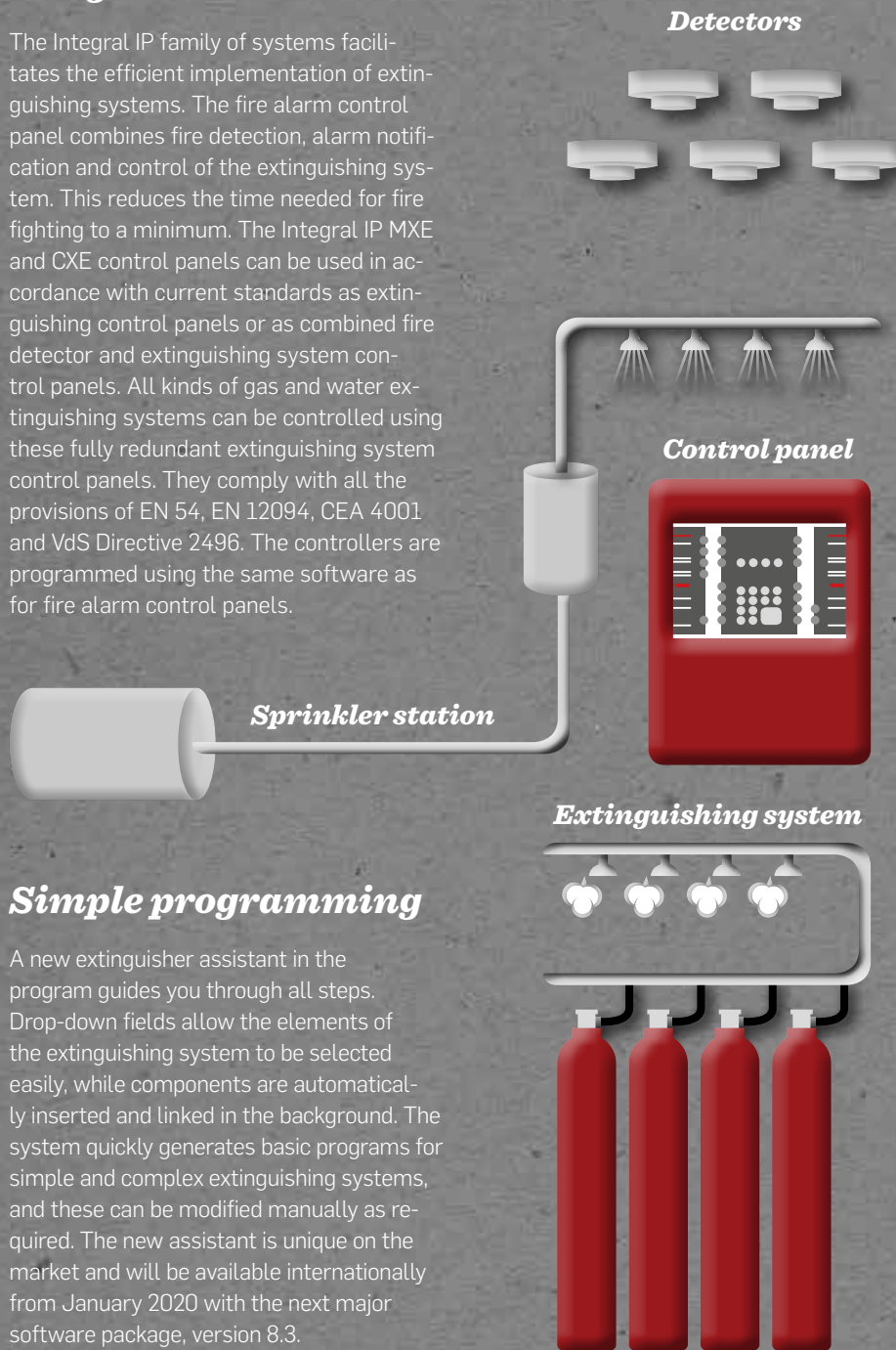
PHOTO: ISTOCK / ZHARGUNS

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All-in-one extinguishing concept

Integrated solution

The Integral IP family of systems facilitates the efficient implementation of extinguishing systems. The fire alarm control panel combines fire detection, alarm notification and control of the extinguishing system. This reduces the time needed for fire fighting to a minimum. The Integral IP MXE and CXE control panels can be used in accordance with current standards as extinguishing control panels or as combined fire detector and extinguishing system control panels. All kinds of gas and water extinguishing systems can be controlled using these fully redundant extinguishing system control panels. They comply with all the provisions of EN 54, EN 12094, CEA 4001 and VdS Directive 2496. The controllers are programmed using the same software as for fire alarm control panels.



Standardised gas or water extinguishing systems can be controlled using Integral IP. Programming is carried out quickly using the new assistant.

Single- and multi-zone systems

Two models for fire control are possible: the autonomous Integral IP CX control panel is ideal for single-zone systems in an enclosed space and with one extinguishing zone. Multi-zone systems can be implemented securely with Integral IP MX. Here, the controller can handle up to 12 gas and up to 32 water extinguishing zones. For larger projects, an Integral WAN can be used to network up to 2,024 extinguishing zones. There is also a wide range of accessories, from sirens to manual call points. Specialised components such as extinguishing zone indicators and end-position switches have been developed for extinguishing systems, and are operated in conjunction with the extinguishing zones. The highly sophisticated special fire detectors from Schrack Seconet are another plus point, ensuring reliable detection under sensitive environmental conditions.

It is also possible to use the remote services of Integral IP to access fire alarm control panels any time and anywhere. The complete solutions from Schrack Seconet are thus ideal for industrial operations, server rooms, shopping centres and many other applications that place particular demands on protecting people and buildings.

Simple programming

A new extinguisher assistant in the program guides you through all steps. Drop-down fields allow the elements of the extinguishing system to be selected easily, while components are automatically inserted and linked in the background. The system quickly generates basic programs for simple and complex extinguishing systems, and these can be modified manually as required. The new assistant is unique on the market and will be available internationally from January 2020 with the next major software package, version 8.3.

FIRE DETECTION AND VOICE ALARMS

VALUABLE ANNOUNCEMENTS



Large numbers of people often gather in shopping centres, railway stations and museums. In a dangerous situation, minutes are critical when it comes to evacuating these large building complexes quickly. People are frequently unaware of what is happening or where the escape routes are located, so a siren alone does not always provide sufficient information: "Does this concern me? Is that a real fire alarm? Which way should I go?"

"A voice alarm can provide clear information in an emergency situation and initiate a quick and orderly evacuation. Announcements are therefore much more effective than other kinds of alarm signal. A voice really boosts safety," explains Peter Bock, the new Product Manager for voice alarms, fire detectors and optical/acoustic alarm devices at Schrack Seconet.

A voice brings safety

This is confirmed by the facts. A study by the British Standard Institute (BSI) revealed that people respond up to 50 percent faster to an automatic voice alarm than to pure audio signals. If the instructions by the fire brigade, for

Integrated solutions comprising public address and fire alarm systems make for intelligent and rapid evacuation in emergency situations. They increase safety and also perform tasks such as information announcements and background music.

example, to take the escape routes are live and suited to the situation, the reaction time can be up to four times shorter. All this is possible with modern speech-based alarm systems, right through to the all-clear announcements. The evacuated people receive the information that the danger has passed and the building can be entered again.

Voice alarm systems are therefore a key building block in a modern integrated security concept. They allow people to react to different dangers with no loss of time – using recorded messages, including messages in several languages, and situational instructions via defined emergency loudspeakers. "A direct connection from the voice alarm system to the fire alarm control panel ensures that the evacuation can start immediately and that the risk of human error in the information chain is excluded," emphasises Peter Bock.

Generally, an alarm is sent to the building manager or the fire protection officer first. At the end of the intervention time, people are evacuated from the building using the electro-acoustic emergency system. "Sometimes, depending on the fire safety concept, a manual voice alarm may be needed, such as in a shopping centre with trained staff who have been trained using a clearly defined, written emergency plan," explains Peter Bock.

Many acoustic usage scenarios

Schrack Seconet can provide the right system solution for diverse usage scenarios from their Swiss

subsidiary g+m elektronik ag. Public address specialist g+m elektronik ag is celebrating its 50th anniversary this year – with products of proverbial Swiss quality, meticulously developed and manufactured with absolute precision. Depending on the exact requirement, the company offers a variety of product lines, with another one coming onto the market this year. Combined with Integral IP fire alarm systems, this allows the cost-effective deployment of comprehensive system solutions for any kind of public address and voice alarm applications: different alarm situations, live, spoken or automatic announcements to distribute information or organisational instructions, time announcements and break gongs via a master clock, and music. Different areas can receive individual announcements over separate loudspeaker lines. Audio sources and their interfaces can be freely selected, and even smartphones connected.

Of course, a voice alarm system is only as good as the clarity of its announcements. Depending on the project requirements, Schrack Seconet has access to a wide range of speech announcements in standard and English-language versions.

A recent reference project by Schrack Seconet on the subject of voice alarms: Orhideea Towers, the new landmark in the Romanian capital Bucharest.

Specialist planners ensure optimal use of loudspeakers. "The following questions need to be clarified here. Which loudspeakers are the best? How many are needed and where are they best located in order to guarantee the best possible comprehension?" says Peter Bock. One central issue here is the acoustics, which call for extensive detailed knowledge and experience. It is essential to take account of the sound characteristics of walls and interior design, and to correctly specify the loudspeakers on that basis. The internationally standardised assessment scale STI (Speech Transmission Index) provides clear guidelines for speech intelligibility. It states that electro-acoustic emergency systems must achieve a minimum value of 0.5 on the STI assessment scale.

Dynamic security concepts

These guidelines, as well as careful planning, installation and acceptance, ensure that voice alarm systems result in immediate, orderly evacuations in emergency situations. They provide much more efficient distribution of information than static systems such as escape route plans because the green panels with white arrows always point in the same direction, possibly to where the fire is! Smart voice alarm systems are therefore an important milestone for a progressive security concept. "We can expect further developments in the future; the trend towards the integration of active escape route guidance will continue," Peter Bock firmly believes. *



Peter Bock is an expert with decades of experience in public address technology. Since 1 November 2018, he has worked in product management at Schrack Seconet, responsible for voice alarms, fire detectors and optical/acoustic alarm devices.

"Spoken announcements distribute information quickly and locally. They are much more effective than other alarm signals. A voice really contributes a lot to safety!"

Peter Bock
Product Manager for voice
alarms, fire detectors and
optical/acoustic alarm devices



PHOTO: CA IMMO

New Office Towers in Western Bucharest

The two Orhideea Towers in Bucharest are a signature project that meets the highest standards in terms of sustainability, design and technological features. The 64-meter-high towers in the emerging business district in the west of Bucharest were developed by CA IMMO and cover a gross leasable area of 37,000 square meters. It is designed as a green building and complies with the LEED Platinum standard. Employees benefit from a workspace flooded with natural light and generous breakout zones for flexible working and break areas to be enjoyed. The Orhideea Towers are also raising standards in terms of safety: Schrack Seconet has

implemented an integrated fire alarm and voice alarm system that was able to meet all requirements of CA IMMO as well as those of external consultants. The Orhideea Towers is home to a large number of international companies, so for this reason, all announcements are issued in two languages – English and Romanian. A total of around 900 loudspeakers were installed and the PA system is the proven APS APROSYS solution from g+m, which complies with EN 54-16. Preventive fire protection is provided by an Integral IP fire alarm system with more than 4,500 automatic fire detectors and three 535 aspirating smoke detectors are also active.

Satisfied customers

Recent reference projects show how we provide customised system solutions for fire alarm and communication systems to customers from a wide range of industries and countries.



PHOTO: ISTOCK/LIUBOVTERLETSKA

Minsk is the capital of Belarus, a state with considerable potential, particularly in the industrial sector, due to its position as a business hub directly adjoining the EU. The Green City Complex here unites the latest technology and energy efficiency over an area of 83,000 m²: a modern business centre, a comfortable hotel with 59 rooms up on the 21st floor, a supermarket and a shopping and entertainment centre are already open, with another shopping parade, several cinemas, a fitness club and a five-storey car park currently being completed.

The fire alarm systems for Minsk's latest figurehead are provided by Schrack Seconet: nine high-performance Integral IP fire alarm control

panels network and monitor almost 7,800 fire detectors which have different features depending on their location. The MTD 533X multi-sensor detectors detect smoke and heat. They are supplemented by SPC-E linear smoke detectors that function within the infrared range and can measure smoke even in large buildings with constantly changing ambient temperatures and air humidity. In addition, manual call points have been installed in the system.

Thanks to this smart fire alarm system, the Green City Minsk complex, which is located in a densely populated residential area and on one of the city's most important arterial roads, can count on reliable protection in a wide range of spaces. *

Ordenskllinikum Linz

The Hospital of the Sisters of Mercy in Linz, which merged with the Hospital of the Elizabethan Order in 2017 to become the Ordenskllinikum (Holy Order Hospital), has relied on solutions from Schrack Seconet for many years. Thanks to the forward and backward compatibility of their nurse call system, it is always possible to update to new technologies. The nurse call system has now been switched to the modern VISO-CALL IP communication system in several departments – this was done during full operations, and took place smoothly thanks to collaboration with the nursing staff and the technicians from SANTESIS. Integration into the existing network saved having to rewire the entire hospital in order to integrate all wards into the nurse call system. In some wards, an extensive system for disorientated patients was

added for reliably locating people in dangerous situations.

Systems from Schrack Seconet also ensure safety in the event of a fire. The Integral fire alarm control panels with some 6,000 automatic fire detectors and five highly-sensitive aspirating smoke detectors are continuously being added to and upgraded to the latest state of the art. *



PHOTO: WERNER-HARRER



PHOTO: JUSTIZ

Vienna-Josefstadt Prison

Vienna-Josefstadt prison, the largest in Austria, houses more than 1,000 men, women and young people who are being detained for investigation or have received prison sentences of up to 18 months.

In just two months, Schrack Seconet replaced the existing fire alarm systems with ten new Integral fire alarm control panels during ongoing operations. The main challenge was to make the changeover from old to new without interfering with the surveillance of detainees. Everything went off without a hitch, thanks to the outstanding degree of cooperation on site. *



PRODUCT PRESENCE

85

COUNTRIES
WORLDWIDE

ANNIVERSARY

25

YEARS IN THE SPIRIT
OF SAFETY

QUALITY

170

CERTIFICATIONS KEPT
CONSTANTLY UP TO DATE



SECURITY IS BECOMING AN INCREASINGLY IMPORTANT CHALLENGE FOR COMPANIES. A FIRE OR BREAK-IN HAS ALWAYS THREATENED THE EXISTENCE OF A COMPANY, WHILE DIGITISATION IS POSING NEW RISKS. THIS IS ALSO INCREASING THE NEED TO DEAL WITH HOW SECURITY IS ORGANISED.

Specialists for security

THE ISSUE OF SECURITY HAS BEEN FIRMLY ENTRENCHED IN THE SELF-IMAGE OF SCHRACK SECONET FROM THE START. THE CLAIM "WE PROTECT LIVES. WE SECURE VALUES." ENCAPSULATES THIS PHILOSOPHY. IT IS A DAILY FEATURE IN ALL BUSINESS UNITS – FROM DEVELOPMENT TO PRODUCTION TO APPLICATIONS IN THE FIELD. WHETHER FIRE ALARM SYSTEMS OR COMMUNICATION SYSTEMS FOR HOSPITALS.



PHOTO: JOHANNES ZINNER



We live today in a world that is safer than ever before.

Security technology makes a significant contribution to this and is constantly becoming even more efficient. Schrack Seconet is among the pacesetters: the high-tech company was founded in Vienna 25 years ago, since when it has made a significant impact on the development of security technology in its business units. "We have always been pioneers with our solutions, from the first micro-processor-controlled fire alarm control panel to the first IP-based communication system for hospitals. We want to remain so in the future. Where we see chances, we deploy new technologies as early as possible," says CEO Wolfgang Kern.

Peak reliability

Increasing numbers of manual processes are becoming tool-supported in the course of digitisation, just as they are in our private lives at home. But there is one key difference: the requirement for reliability is significantly greater for security technology in the B2B sphere. A single misinterpretation can have serious consequences, so consistently high reliability becomes a priority. Digital innovations must therefore be implemented thoughtfully and with an eye to their usefulness for the customer.

”

Where we see chances, we deploy new technologies as early as possible.

CEO Wolfgang Kern

“

Mobile fire alarm control panels

Digital progress actually offers major benefits for security. "A decentralised, IP-based communication system has the decided advantage that only a single room, for example, is affected in the event of a power failure rather than the entire ward. And the new mobile solutions for the operation of fire alarm systems supply detailed information to a smartphone if there is an alarm," says Wolfgang Kern. Customers such as automotive supplier Antolin, a textile manufacturer for the car industry, deploy "mobile fire alarm control panels":

if an alarm is triggered, a chain of information is sent automatically to mobile end devices; the intervention team therefore responds faster and, above all, is better informed on site. "The data provide us with a detailed summary of the situation even before we turn out. We can see the affected area immediately on the map on the tablet," explains Nicholas Bauer, Fire Safety and Hazardous Goods Officer at Antolin Ebergassing.

Internet of Things

The digital revolution will change many things in security technology.

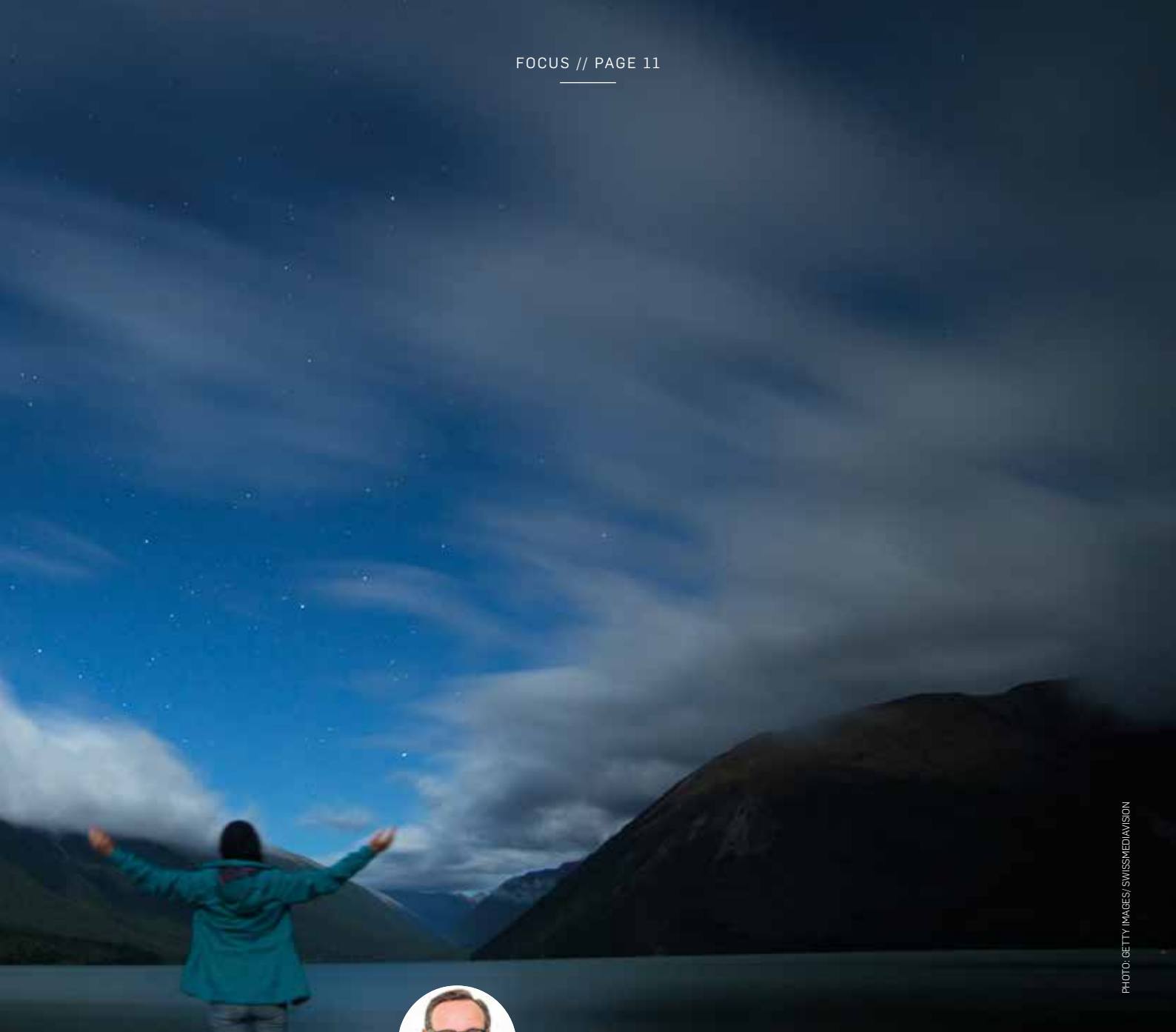


PHOTO: GETTY IMAGES / SWISSMEDIAVISION



Voice control and augmented reality are two very interesting areas here – smartwatches or data glasses, for example, could be used in future during service visits. More and more devices are already being networked in the Internet of Things: there are increasing numbers of smart interfaces to other trades, and the system limits between security and building technology are disappearing. In the future, applications such as indoor tracking or dynamic escape route control systems will open up new dimensions. Against this background, however, it is essential for increasingly complex digital sys-

"The need for security has never been as important as it is today. In the spirit of the digital revolution, it is critical that security technology makes use of the potential of technological change for innovative solutions, as well as to evaluate potential risks and adopt suitable security measures."

Alfred Czech, *Corporate Trust*





"Mobile remote access to our fire alarm systems is a great help. We've been able to reduce the time needed to process fire alarms by half and have more safety during interventions. We now have precise details about the area affected and the extent of the fire. All information appears on the tablet in the fire engine, so we can develop an action plan before we arrive."

Nicholas Bauer, *Fire Safety and Dangerous Goods Officer, Antolin Ebergassing*

tems to ensure secure data handling for operators. "We are meeting the challenges in the security sector with such things as sophisticated system architectures. We are developing according to the premise of 'Security & Safety per Design,'" says Edgar Eidenberger, the new Head of Development at Schrack Seconet.

Entire chain at a glance

All production and test processes are designed to ensure products meet the highest quality demands. The systems themselves are also installed with the corresponding care. Schrack Seconet has developed procedures for this, based on the BSI standard. One clear advantage in terms of quality is that the entire chain from development to production and on to customer-specific system configuration is located entirely in Europe. "We are very flexible and work to a high degree of industrialisation, manufacturing high-quality products with a reasonable price/performance ratio," says Wolfgang Kern. Another asset is our workforce. Continuous training ensures that employees can meet and implement the requirements of the digital revolution – something the market demands. When integrating new technical possibilities, it is important to consider them carefully. Thomas Kern, Head of Product Management, underscores this: "Which innovations can be adopted to increase the benefit for customers without threatening their safety objectives? When it's a matter of life and limb, we need to take the safer route!" *

Individual and reliable

Our customers value our reliability and our flexibility. We develop and manufacture here in Europe and offer many product solutions. We can respond quickly to changing market requirements, and every system is configured in house to meet the requirements of the customer.



Wolfgang Kern
CEO

Digital benefits

Digitisation delivers important progress but also new risks. We look into new possibilities in detail and assess what can be meaningfully implement-

ed. The benefits of an innovation must coincide with the security needs of our customers and comply with the pertinent standards and guidelines..



Thomas Kern
HEAD OF PRODUCT MANAGEMENT

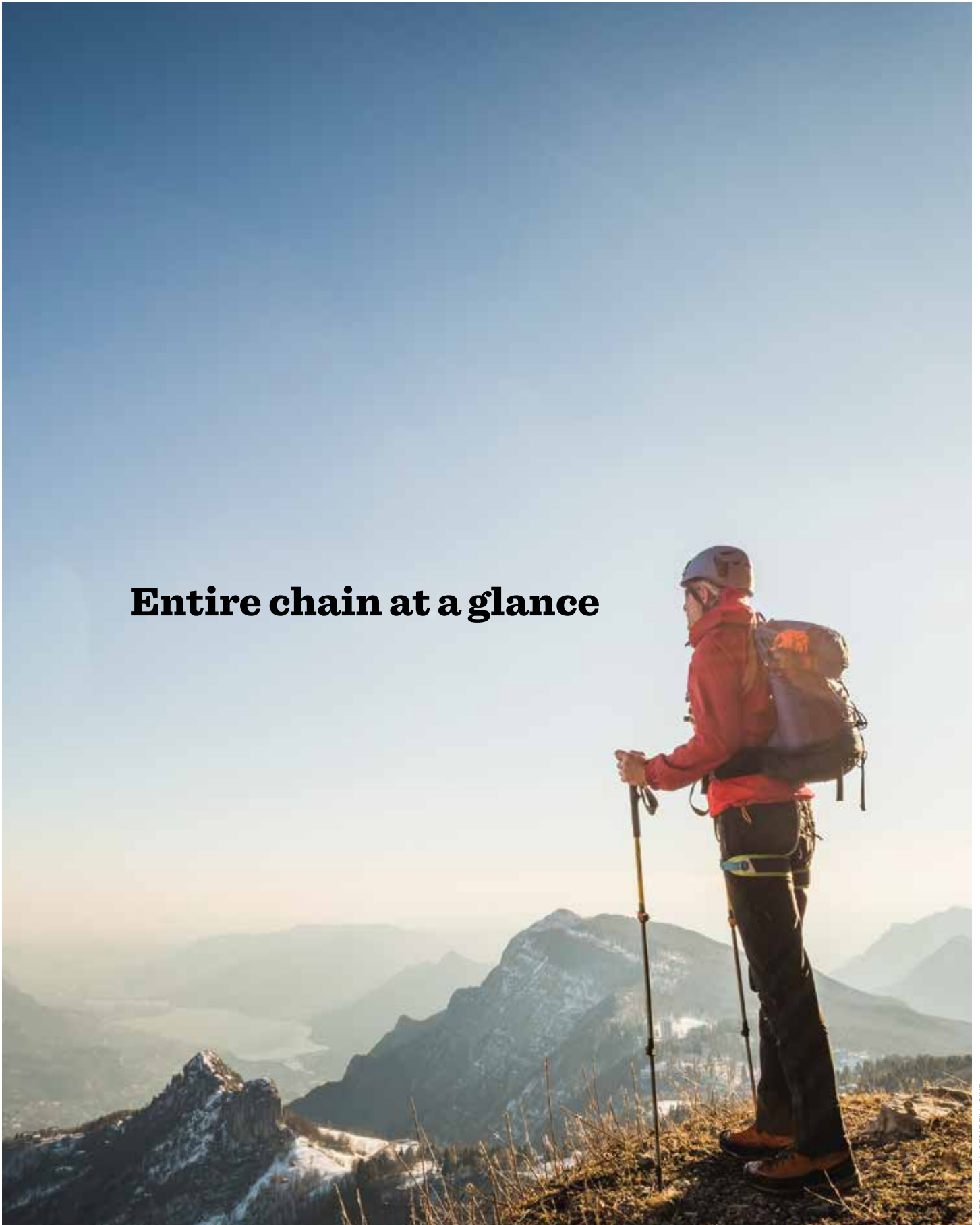
Smart systems

The latest technological platforms for computer cores and storage, plus up-to-date IoT protocols in our systems make it possible to implement smart encryption mechanisms and to deploy cloud-based applications for our customers.



Edgar Eidenberger
HEAD OF DEVELOPMENT

Entire chain at a glance





Trend-News: IT-Agility

Agility has long been the buzzword for IT companies. Because of ever more complex technological and digital requirements, the process-oriented development of software or other products has great potential. It is basically a matter of how quickly you can react to opportunities and challenges. IT Agility is an incremental process that evaluates, considers and adapts developments at two or four week intervals. This often requires a rethink of how projects are implemented. According to a Kienbaum study from Germany, only about 5 percent of IT departments in companies are agile. However, 95 percent of IT departments want to be fully agile by 2022 because it's worth it. Nine out of ten companies working along agile lines have considerably improved their delivery times, and 60 percent have seen significantly more customer satisfaction with agile IT. Schrack Seconet has also been working for some time according to the agile process model Scrum in order to make continuous progress with new solutions and to introduce the required changes in a controlled manner. *

Digital challenges

Artificial intelligence (AI), the modernisation of outdated systems and cyber security – these three areas are the most important items in the 2019 IT budget. That's the conclusion of a poll of IT managers conducted by Germany's OTRS Group. As ever, the dominant topic this year is the Digital Transformation. Other central challenges are data protection, ITIL (Information Technology Infrastructure Library) and cloud solutions. The digitisation of work processes is also cited as a major theme, with the use of document management systems playing the leading role. *



The new research operating theatre at FH Campus Wien provides a research environment away from the real activities of a hospital.

Schrack Seconet equips research operating theatre

FH Campus Wien now has the first research operating theatre in Austria. The premises are fitted out with the latest generation of high-tech equipment, while a comprehensive VISOCALL IP communication system

has also been installed. The facility makes scientific observations possible according to a multidisciplinary approach that combines technical and health perspectives. The research operating theatre also helps

with practical teaching to prepare future graduates for everyday work in a high-risk environment. *

You can also read the commentary by Prof. Pogatscher from FH Campus Wien on p. 18.



Visit from Asia

Interest in solutions from Schrack Seconet goes far beyond national boundaries, which is reflected in a large number of international customer events. At the invitation of our committed Thai partner, a delegation of regional planners and hospital managers recently travelled to Germany and the Netherlands to gain practical experience of Schrack Seconet communication solutions in modern hospitals. *

The Dutch hospital Westfriesgasthuis demonstrated the successful use of VISOCALL IP and the IQ Messenger software platform to the Schrack Seconet's Thai customers.

SCHRACK SECONET IS EXPANDING ITS LONG-STANDING PRESENCE IN SCANDINAVIA WITH ITS ENTRY INTO THE VERY EXCITING NORWEGIAN MARKET.

Hei Norge!



PHOTO: ISTOCK/LEOPATRIZI

Export markets have been a real success story for the Austrian high-tech company. Today, Schrack Seconet generates more than half of its turnover abroad. The important factor here is geographical proximity to the customer. Subsidiaries in Poland, Sweden and Hungary and representative offices in Romania, Russia, Slovakia, the Czech Republic, Turkey and India, together with a network of local partners in other Central and Eastern European countries maintain the high quality of customer service.

Fire alarm technology for Norway

Schrack Seconet is now also active right across Northern Europe. After a good year's preparation, entry into

the Norwegian market took place with local partner Proxll. Norway is an exciting and challenging region for high-tech companies for several reasons: there are special local permits and product requirements that must be fully complied with. In addition, the size and length of this Scandinavian country is a challenge, if only in bringing quality customer services to remote areas. "If you were to stick a pin in Oslo and turn Norway upside down, the country would reach all the way to Rome," says Area Sales Manager David Schuller, by way of example. "However, Proxll already has hundreds of partners throughout the country and with our latest fire alarm technology, we are an ideal addition to their 'Emergency Lighting' product portfolio."

Added value in the North

The added value of a Schrack Seconet fire alarm control panel is now available to Norwegian planners, installers and customers across the

entire life cycle. From the skyline of Oslo to the fjords: Norway is an impressive country. Together with a local partner, Schrack Seconet is now starting up in this key Scandinavian market.

The variety of our solutions was presented to key installation companies during a roadshow. Some 3,000 companies were familiarised with technology from Schrack Seconet through a mailshot of our system overview and an article in the largest trade magazine for security. *



PHOTO: ISTOCK/IZHAIRGUNS

No fear of flying

Essay by Wolfgang Pauser

Felt truths and true feelings in the current security landscape



in the Brazilian jungle, in the rainy season. The city of Manaus has seen better times but still boasts a plush, somewhat dilapidated theatre in the colonial style, where I'm sitting as a child tourist while a choir sings to piano accompaniment. Suddenly, it all goes black. And quiet.

I'm scared. The audience sits there silent and motionless. There was no emergency exit lighting in those days. Two minutes later, we hear the chugging of an old diesel motor behind the stage. A flickering bulb hangs above the piano's music rest. The concert continues as if nothing had happened. Power failures



are an everyday occurrence here, especially in the rainy season. That's why there's also a generator on stand-by behind the stage. The local audience is used to its accompanying "music".

In 2012, the book "Blackout Tomorrow's too late" was published. The technical thriller relates the catastrophic consequences of a wide-spread power failure in Europe. All supplies collapse, people are starving and freezing. A civil war starts two weeks into the blackout. Evil hackers are behind it all. But how realistic is this horror story? This is being debated publicly right now. The Honeynet research project reveals that there are around 60,000 cyber attacks on a power station over an eight-month period. The author Mark Elsberg came up with the idea for his book when he learned about the production of an electronic toothbrush, all of the parts of which were delivered "just in time".

Two instances of a power failure whose consequences could not be more different.

Security means something different in different places, whether a tropical forest, at the North Pole or in the Sahara.

Not only are the real dangers different in each place, but their subjective perceptions also vary. Where power failures are a daily occurrence, people are justifiably anxious about them but not scared. In today's Europe, people are not anxious

about them because they've never experienced them. To imagine one would be to contradict all one's personal experience. Where security technology functions so perfectly that the experience of actual danger and fear of it vanish, a vacuum is created that is filled with anxiety. Understanding and feeling start moving farther apart from each other. The once experienced danger survives only as an abstrac-



tion of a statistically qualified possibility.

The power failure in the jungle was limited locally in its causes and effects. The technologies were simple, there was no relationship with the single event. The opposite applies to the present day. Major dangers are of a global nature. The technologies are highly complex. Devices are networked with each other twice over, via the continental power grid and the data network. The interdependence and connectivity of all objects will continue to increase with the Internet of Things. This makes modern technology all the more vulnerable, the more sophisticated it is. Take the example of that electric toothbrush that measures cleaning behaviour, keeps statistical records of it and "shares" these automatically via an app on a social platform, so that devotees of oral hy-

giene can applaud each other. The device transfers the motivating effect of the self-tracker common in sports training to the domain of health, becoming a precautionary and security technology in the process. The dangers for dental health reduce, while if the device fails (accompanied by a temporary switch to a manual toothbrush), a new danger appears on the horizon: insurance companies could in future make their benefits depend on the health behaviour of the insured and use the data sold to them by the social media provider for that purpose.

In the rainforest, the security technology was directed against the dangers of nature. Today, it more often serves to protect against the consequences of technology and civilisation. It has itself become part of the technology that counter-balances it.

Once a tool that we could choose to use or not, technology has now developed into an all-embracing environment that cannot be shut down or escaped. Humans are now embedded and woven into an overall technical context on which they have become dependent. This dependence leads to emotional insecurity, no matter how secure the environment actually is.

People have never lived in greater security than at present in high-tech Europe. Despite this, or perhaps because of it, they have never before been so worried about their security, invested so much in it, devoted so much time and money to their hoped-for future health and talked so much about the insecurity of the individual in society. In what sociologists call

the “security society” (a follow-up diagnosis of the “risk society”), people sit of an evening in their apartments, perfectly bunkered and burglar-proof thanks to security doors, alarm systems, smoke detectors, fire safety and building standards, so they can watch action films, alarmist news or high-risk sports on TV.

There has never been so much insecurity about the demand for actual security as there is today. Security technology seems to have a paradoxical effect on the human psyche. The more effort and awareness we lavish on security, the more we have doubts about it. This sets in motion the so-called “security spiral”. Because the world of security technology has become too complicated to be understood and too effective for us to detect our dangers, we have started placing our faith in instinct again. We fear flying even though an aircraft is the safest place in the world. Nowhere do we feel as safe as in the bathtub, even though it causes most household accidents. The subjective fear of a terrorist attack is the most widespread, whereas the statistical probability of falling victim to one is the least likely.

Surrounded by security technology, people remain irrational. This is not a problem in the private sector. But it can be dangerous in a company. The scientific community refers to the current phenomenon as a “security paradox”, in that IT threats are on the increase while the budgets for defending against them are being cut. From a psychological perspective, this is a case of “unrealistic optimism” that many decision-makers embrace when it comes to their own companies. Knowledge of the danger is followed by a declaration of intent but no action. Things were different at the end of the 1990s, when the virus alarm went off five times a day on every PC.

Whether diesel motors or anti-hacker hackers are appropriate security technologies depends not only on the time and place but also on the flourishing culture of trust, the state of the technology, the social and economic mood and the interests of media owners for whom scaremongering is a business model. Today, technology can no longer be viewed in isolation. Since its application is embedded in the daily life of society, it must emanate from humans and rush towards them. Not only goods and assets, not only survival need to be secure today, but the subjective experience of people is also essential when it comes to understanding and creating security. Whether a power failure in a theatre leads to panic and injuries or whether everyone remains calmly seated depends not only on the presence of emergency lighting but rather more on the situational level of expectation and the cultural attitude of the audience. *

In their self-created security architecture, humans should not only be regarded as “external risk factors” but as its sole raison d’être and sole purpose. Security technology is only as good as it is human.



Wolfgang Pauser

is an essayist, columnist and brand consultant. Born in 1959, he studied philosophy, art history and jurisprudence

(Dr. jur.) in Vienna. He first appeared in print as art critic for the Austrian daily Der Standard. In the 1990s, he contributed essays on the subject of everyday and consumer culture for DIE ZEIT, Neue Zürcher Zeitung and Süddeutsche Zeitung, for which he was awarded the Literature Prize for Essay Writing from the Foundation of Lower Saxony.

HOSPITAL TECHNOLOGY OF TOMORROW – ALREADY IN USE TODAY



Healthcare technologies continue to develop at a rapid pace. Against this background, there is also a need for new approaches and solutions in research and teaching. In terms of its basic approach to applied research, the FH Campus Wien sees it as a central issue to promote and implement technical developments. This takes the form of scientific work as well as contract research in conjunction with industry. At the same time, regular accreditation is undertaken to further develop degree programmes with the involvement of commercial partners.

Unique research operating theatre

The Operation Innovation Center (OPIC) project that the FH Campus Wien is involved in for research and training purposes has attracted a great deal of international attention. OPIC is a shared research facility which, in combination with laboratory and imaging diagnostics, makes it one of a kind in Europe. The network is continuously being upgraded, with Schrack Seconet installing a complete communication system, for example.

OPIC is extremely important for our university of applied sciences: our students can train in all activities in this realistic environment without risk to patients or danger to themselves. In terms of research, this setting also allows numerous questions to be considered without disturbing an operational unit, which is a high-risk area in hospitals.

Opportunities of digitisation

Digital transformation is a serious challenge for the healthcare sector. Compared to other sectors, factors such as security and data protection are of vital importance here. This relates in particular to patient data, which calls for special protection requirements to be taken into consideration. At the same time, digitisation is bringing significant added value to hospitals at different levels. Firstly, there are the cost savings and the reduction in administrative resources. Positioning as an innovative hospital also plays an increasingly decisive role for patients in their choice of treatment. A first step towards digitisation involves the identification of standardised processes within a hospital. Complexity should be reduced as much as possible in multiple dimensions, such as in the number of IT systems needed and the involvement of decision-makers and specialist departments. In addition, the process should be linked to a treatment regime that can be planned as well as possible. Elective procedures that are

highly standardised and leave little room for process variations, for example, are suitable for a pilot project.

At the present time, it must be admitted that the digitisation of healthcare is less developed in Austria than in Anglo-Saxon or Scandinavian countries. The potential for savings and effectiveness is too seldom exploited and the improvements for patients are too modest, while the costs of the overall system continue to increase. In the treatment of two widespread diseases alone, diabetes mellitus and heart failure, the digitisation of treatment pathways could bring considerable cost savings, not least to the benefit of patients and the insured. *



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A BELT FOR SAFETY'S SAKE



WHEN YOU GET INTO A CAR, YOU PUT YOUR SEATBELT ON. IT WASN'T ALWAYS SO. IN THE 1960S, BELTS WERE STIFF AND TIGHT. YOU COULDN'T REACH THE RADIO. PEOPLE FELT LIKE THEY WERE TIED UP. THEY WORRIED THEY WOULDN'T BE ABLE TO ESCAPE IN AN ACCIDENT OR WOULD BE STRANGLED BY THE BELT. THE POLITICAL RESISTANCE WAS ENORMOUS WHEN BELTS BECAME MANDATORY. IT WAS A LONG TIME UNTIL BELTS BECAME

GENERALLY ACCEPTED. IN 1985, THE GERMAN PATENT OFFICE DECLARED THAT THE THREE-POINT SAFETY BELT WAS THE "MOST USEFUL INVENTION FOR HUMANS IN THE PAST 100 YEARS".

TODAY, WE BUCKLE UP AUTOMATICALLY, AND NOT JUST BECAUSE WE CAN BE FINED. BELT TENSIONERS, BELT FORCE LIMITERS, ONE-HANDED OPERATION AND AUTOMATIC BELTS HAVE MADE SAFETY COMFORTABLE. INNOVATIONS IN SAFETY TECHNOLOGY HAVE BEEN A VICTORY FOR COMMON SENSE.