

Digital Transformation of Public Safety Communications in Serbia



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Building a Unified LIVE Platform to Protect Citizens and Support Emergency Response

ASEE Solutions implemented the **LIVE platform at the Ministry of Information and Telecommunications of the Republic of Serbia (MIT)**, unifying multiple national public safety services into a single system. The platform integrates the **National Contact Center for Children's Online Safety**, the **National CERT Contact Center for information security incidents**, the **FIND ME System for missing minors**, and the **Emergency Situations alert system**, providing a centralized hub for urgent communication and rapid response.

A Centralized Digital Safeguard for Children Online

Serbia's **National Contact Center for Children's Online Safety (NCC)**, established in 2017 and upgraded in 2024, is the first institutional mechanism in the region dedicated to preventing and responding to digital threats to children. Citizens and children can contact the Center via the toll-free number **19833**, email, or the online platform. NCC manages cases including **cyberbullying, grooming, online abuse, social media misuse, blackmail, dangerous online games, and technology addiction**.

Through LIVE CC, the Center is connected with key institutions such as the **Prosecutor's Office for High-Tech Crime**, the **Ministry of the Interior**, the **Ministry of Education, Centers for Social Work**, and **primary healthcare centers**, ensuring coordinated responses.

The Center also provides guidance on safe internet use, responsible content sharing, and online protection options.

Rapid Response for Missing Minors

The **FIND ME System**, inspired by **AMBER Alert**, enables fast public notification when minors go missing. Alerts are distributed through multiple channels, allowing citizens to recognize and report potential sightings or relevant information to the authorities. LIVE CC sends a unified alarm containing key details such as age, appearance, clothing, and disappearance location to participants in the response process.

The system ensures case sensitivity, security, and legal compliance, defining roles for initiating, verifying, distributing, and closing alerts. Its implementation in Serbia was developed in partnership with the **Ministry of the Interior** and MIT.



Early Warning System

The **Emergency Situations (ES) system** delivers urgent notifications to citizens during natural disasters or technological accidents. Alerts are created, verified, and sent via LIVE CC to relevant institutions, which further disseminate them through **SMS, web portals, media outlets, highway signage, and public information panels**. The system is fully aligned with regulations defining alert content, authorization, verification, distribution, and closure, ensuring rapid and coordinated responses.

Key Benefits of LIVE Platform

- **Unified Platform:** Multiple public safety and emergency services integrated.
- **Rapid, Coordinated Response:** Real-time alerts to institutions and citizens.
- **Secure and Compliant:** Full alignment with legal and regulatory requirements.
- **Enhanced Public Safety:** Protects children, supports missing minors recovery, and delivers timely emergency information.
- **Scalable and Future-Ready:** Adaptable for future services and digital transformation initiatives.



LIVE system was originally established as the „NCC for the safety of children on the Internet“ and a team of experts in this field was formed around it. Later, other systems using the same LIVE platform were added over time. In this way, MIT uses a single infrastructure for many different systems using the same servers, database, telephony system and support. Further improvements of the contact center can be focused on the increased reliability of the platform and the opening of new digital channels of communication.

For this year, for „NCC for the safety of children on the Internet“ we plan to establish an additional Chat channel, which will enable additional anonymity for users.

Nikola Bićanin, Acting Assistant Minister for Information Society and Information Security



MIT's technical team is greatly relieved to manage a unique infrastructure and external user base of systems such as Find Me and Emergency Situations. Since these two systems are procedurally similar, it was easy to provide quick training to the widest number of platform users from external institutions.

In the domain of public safety and in cooperation with mobile operators in Serbia, another channel is planned for Early Warning System via CBS (Cell Broadcast System), which will manage to cover citizens who are on foreign networks and found themselves in territory affected by an emergency situation. Also, this system implies faster delivering of important safety messages than SMS.

With parallel notification systems (SMS and CBS), the Republic of Serbia will join the group of several European countries that have both ways in Early Warning System. The LIVE platform will play an important role in the implementation of CBS.

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