

## Computer Aided Dispatch News



## February 2013 Development Update

**2012 was a very busy year on the software development front with several major initiatives being progressed. 2013 will see further innovation as C3 Nexus continues to maintain its position as the leading, most functional, Ambulance Dispatch System in the UK and Ireland.**

### **NHS Interoperability**

Although to some it will seem like a long time since C3 Nexus gained NHS ITK accreditation the interoperability train shows no sign of slowing down, if anything it is gathering momentum as more and more NHS organisations look to leverage the opportunities afforded by real time inter-system data transfer. With all of our customers in England well down the road in accepting calls from 111 service providers, this year will see the implementation of outbound (non-emergency) calls from the Ambulance Service to 111 providers and the ability to pass Emergency Incidents to other Ambulance Services.

### **Nexus GIS**

Over 16 years ago MIS identified that GIS was a hugely important tool in the Command and Control Environment however frustration with dealing with 3rd party mapping systems and the inevitable stagnation in development that this caused resulted in MIS taking the commercial decision to employ a number of GIS developers to overcome these issues by bringing GIS Integration under our own roof. The result of this is that we have been able to exploit GIS in a way that few can match. Our GIS Desktop product is widely seen as the most intuitive and seamless mapping system available in Ambulance CAD today.

Nothing stands still however and initiatives such as the PSMA mapping agreement, the demand to ensure that Map data is always up to date and the availability of advanced spatial systems means that there is now an outstanding opportunity to develop the next generation of integrated GIS Products.

MIS have, for the past 6 months, had a dedicated team assigned to developing two exciting new products, NGIS (Nexus GIS) and NGIS Horizon. These products will offer a host of new functionality including centralised map management, full PSMA adoption, real-time dynamic resource coverage and advanced demand profiling using leading edge KDE (Kernel Density Estimation) techniques.

There is no doubt that these new mapping modules are seen as 'game changers' and we have already seen exceptional interest in these developments from our user community.

NGIS and NGIS Horizon are now at an advanced developmental stage and we anticipate both products being available from May 2013. Please let us know if you wish to be kept updated on NGIS Developments and have early sight of user documentation etc.

## **Automatic Dispatch**

Another product which has been undergoing development over the past several months is C3 Nexus Auto Dispatch. This module uses highly advanced scoring to best identify the most appropriate resource for any given incident. The module is highly configurable and can be adjusted to take in to account a huge range of operational factors. It has been designed so that it can be run in 'shadow' mode which allows the Trust to gauge the effect and to fine tune each parameter prior to enabling 'Live' operations.

Auto Dispatch is currently being run in shadow mode with a major partner customer in England and early results are extremely encouraging.

For further details please contact MIS directly.

## **C3 Nexus GRS Interface**

A new interface is being developed to the highly popular Global Rostering System. This interface will provide the ability to automatically update scheduled shifts directly into the Command and Control System. In addition it will provide the ability to manage crew data from a single source, rather than both in the Rostering and CAD Systems.

This new module will allow customers to produce highly detailed LUH and UHU outputs as these modules were developed with the intention that they would be augmented by the inclusion of a direct Rostering interface. Scheduled release for this module is April 2013.

## **Nexus Widescreen**

The industries move towards larger, widescreen, monitors has not gone unnoticed; options to buy 'standard' 4:3 format monitors are becoming few and far between. In addition to this, Paramount®, Medical Priority's™ replacement for ProQA®, requires significantly

more screen space on the desktop. In order to address these external changes C3 Nexus has now been redesigned to take full advantage of the new Widescreen format.

We were fully aware during the development that customers will migrate across to the newer format as and when necessary, whether an upgrade to Paramount®, or a Hardware refresh is the driver C3 Nexus has been modified so that it will detect the hardware in use and configure accordingly therefore allowing a combination of full or partial hardware refresh as required.

## **Stratus™ Fault Tolerant Servers**

The majority of our customers have now migrated, or are in the process of migrating over to the latest Stratus™ Fault Tolerant platform. Our partnership with Stratus™ has proven to be a huge benefit to our customers offering the best resilience with performance available on any Ambulance CAD system in use in the UK.

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