

Computer Aided Dispatch News



July 2012
Summer Special

It has been an extremely busy first 6 months of the year with a number of major key developments being undertaken. C3 Nexus has been successfully rolled out to all (bar one) UK and Irish sites. The roll-out of 111 means that this has occupied a significant number of customers for the past few months and will continue to dominate much of their time for the remainder of the year. We would like to wish all of the teams involved in 111 a successful implementation.

ProQA™ Paramount

C3 Nexus is the first Ambulance CAD in the UK to have been awarded ProQA Paramount Platinum Certification. MIS software engineers have worked closely with Medical Priority to ensure that C3 Nexus offers unparalleled integration with this highly innovative and leading edge call prioritising solution.

The Platinum level of Certification indicates that all of the functionality of an Operative and Integrated integration has been completed as well as additional enhancements to assist in the successful implementation of a CAD/Telco system. The additional features can be user definable.

Platinum is the only level of integration that Priority Dispatch Corporation will recommend, endorse and partner with.

For further details on software integration with Paramount contact us directly.

Fall-Back Guardian 2

C3 Nexus is the leading CAD system in the UK when it comes to system resilience and availability. Taking this to the next stage Assured Continuity of Service will further increase the lead of C3 over other systems. However no matter how resilient we make our systems there will always be a need to provide the ultimate business continuity solution. MIS Systems have always provided a wholly independent backup system for live calls, in C3 this is known as Fall-back Guardian or FBG.

The distributed nature of modern Control Rooms meant that is was time FBG was

reviewed in line with these new configurations. So whilst 'the hood was up' we decided to undertake a full root and branch review of the module. The resulting FBG2 application (available as part of your next scheduled upgrade) provides a fully distributed (WAN) module which continuously monitors the live system and, on demand, produces a fully up to date paper copy of each incident and individual (Dispatcher) Resource Running Sheets, allowing virtually instant recovery to paper based operations. For further information on FBG2 see your latest release notes.

Reporting - AmbSYS 2012

Now that K34 (England) has been assigned to the annals of history we announce that C3 Nexus now includes the 2012 AmbSYS Report. Specifically developed to meet the U.K. Department of Health for English ambulance reporting standards AmbSys is a contemporary replacement for the KA34. Again MIS Emergency Systems Ltd are the first UK CAD to provide built in reporting for the latest Department of Health Ambulance Reporting Standards. For further details please refer to the latest C3 Nexus release notes or contact our Support Desk directly.

Global Rostering System™

C3 Nexus is the most interfaced CAD system available in the UK, the userbase throughout the whole of the UK means that C3 is interfaced to virtually all of the nation's communications and support systems. For example C3 is in fact the only Ambulance CAD system that is interfaced to all 4 of the Tetra networks in use in the UK (Airwave England, Airwave Scotland, Barracuda Northern Ireland and Jersey Tetra).

The one interface which has been elusive so far is to the UK's most prolific Ambulance Rostering system, GRS™. This should be changing shortly as initial talks have taken place between MIS, Software Enterprises© and a major UK Client. Further details will be made available as work progresses.

Mapping the Future

Work on the next generation of GIS (Mapping) integration for C3 Nexus is well underway. The new mapping module (NGIS) will include much greater use of the new mapping data sets available under the PSMA and provide a host of new innovations, including real-time KDE analysis, showing current and predicted demand hot-spots and roving resource coverage. GIS integration is a major feature of the C3 Nexus application, these developments will continue to ensure that GIS Integration within your CAD system remains well ahead of any other CAD product both in the UK and elsewhere. Further details will be issued along with updated user guides as soon as they are available.

Mobile Data Joint Users Initiative

The critical nature of Mobile Data integration with CAD and how this should be developed in the future was the subject of a very successful workshop held at the

Worcester Warriors venue on 28th June 2012. The event was attended by all of the Thorcom (TSL) and MIS joint user base. The workshop set out to address both short term and long term developments and will lay the foundation of future development ensuring a highly integrated CAD to Resource solution.

It is anticipated that this forum will help to direct how CAD and Mobile Data should be developed in concert to meet the changing face of both Emergency and Patient Transport service delivery.

MIS Emergency Systems Ltd
Charnwood House, Gadbrook Business Centre
Rudheath, Northwich,
Cheshire, CW9 7UG.
United Kingdom
Tel: Phone: +44(0) 845 330 4425
Fax: +44 (0) 1606 330 553
E-mail: info@mis-es.com