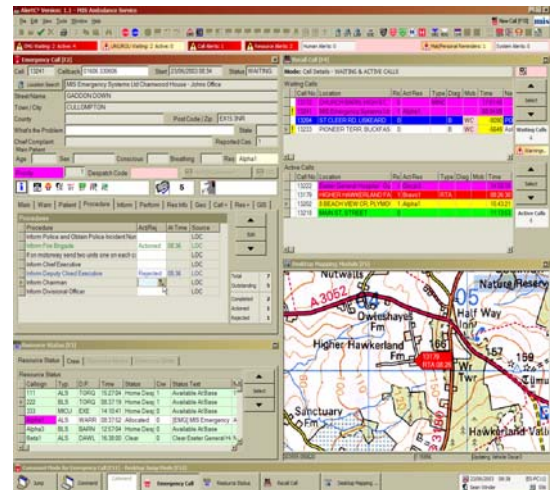




Command and Control Systems

The UK'S Leading Computer Aided Dispatch (Command & Control) System, **ALERT C³**. Developed in conjunction with many of the countries busiest and best performing Ambulance Services, **ALERT C³** is the only 3rd generation ambulance system to be implemented on a national basis. The result of the unparalleled experience of **mis** Emergency Systems Ltd, together with the world's 'Best of Breed' technologies delivers the definitive Ambulance Command and Control System.

As you would expect from **mis**, **ALERT C³** is a highly robust and scalable system designed for large scale "Virtual" Control environments with industry leading integration options.



Virtual Control Solution

Reconfiguration of Ambulance Services in the UK and Ireland is not new, however today's changes offer unsurpassed opportunity of scale. **ALERT C³** has been developed to meet these challenges head on and offers the full flexibility of Virtual Control Centre operations. Highly robust platforms and low bandwidth demands make **ALERT C³** the logical choice for the professional Ambulance Service, for today and tomorrow.

Best for Performance

We understand the pressure today's Ambulance Services are under to deliver. This appreciation has ensured that we have developed what is, without doubt, the quickest most efficient Ambulance Command and Control System available, anywhere. You don't need to take our word for this, a quick review of the Department of Health returns for EOC (Emergency Operation Centre) Control room handling times clearly show that organisations using **ALERT C³** are consistently amongst the best performers both with regards to EOC times, and overall operational performance.

Project Implementation

Our experience also shows in project implementation. We have an unassailable reputation for projects being delivered on-time and within budget, a claim that can rarely be made by other suppliers where cost over-run, major shortfalls with regards to promised functionality and failure to meet time-scales are often the reality.

Integration

With over 25 years experience in the Ambulance market we have been involved from the outset regarding both innovation and integration. Our systems have been integrated to virtually all of the mainstream 3rd party systems in use by the UK and Irish Ambulance services. Today this reassurance is essential, you will already have a number of key operational systems and confidence in your CAD supplier to provide robust, proven interfaces is paramount. With **ALERT C³** you can be assured that your interface requirements will be fully met, and are in fact likely available as 'off the shelf' solutions, helping you to best manage risk for your organisation.

Management Information

No system is complete without effective Management Information. **ALERT C³** has been designed from the bottom up to provide top quality data. All statutory reporting requirements are provided as standard, and kept fully up to date with the latest Department of Health guidelines. All aspects of our system are subject to full audit, with every change or action being automatically logged and available for scrutiny as required by your auditors. In addition extensive Web based reporting tools are provided to ensure that you have the information you need to effectively monitor and control your operation. **ALERT C³** fully supports the requirements of 'The Intelligent Ambulance Board' reports.



The Professionals Choice

Designed for Usability

- ✓ Intuitive Windows™ User Interface
- ✓ Rapid and Accurate Call Entry with FastGrid®
- ✓ Extensive Use of Drop Down Menus – Minimise Typing
- ✓ Fully Touch Screen Compliant
- ✓ Fast Screen Response
- ✓ Multi-Window and/or Multi-Monitor Display
- ✓ Desktop Schemes Tailored for Specific Users
- ✓ Extensive Fully Interactive Mapping

General Features

- ✓ Ease of Use
- ✓ Modular Design
- ✓ Real-Time Multi-User System
- ✓ Automatic Drill Down for Address Detail
- ✓ Comprehensive Property Management
- ✓ Stable System For Mission Critical Environment
- ✓ Scalable From Single User to Country Wide Operations
- ✓ Major Incident Management

Optional Features

- ✓ Status Plan Management
- ✓ Workload Manager
- ✓ Rest Period Manager
- ✓ Flight Management
- ✓ Ambulance Arrivals for Inbound Units
- ✓ Advanced Event Paging (including SMS)
- ✓ First/Community Responder Management
- ✓ EPRF Integration
- ✓ Patient Transport Module

Environment

- ✓ Microsoft SQL 2005® Database
- ✓ Windows 2003/Vista®/XP Professional®
- ✓ Microsoft 3 Tier Architecture for Scalability and Resilience
- ✓ Integrated Mapping Using Industry Standard Data
- ✓ Wide Range of Resilient Platforms

Interfaces

- ✓ AVLS/GPS Integration
- ✓ GPRS/3G Integration
- ✓ Airwave® – DS2000®
- ✓ Mobile Data
- ✓ Billing (US Only)
- ✓ Hospital Integration
- ✓ Alpha-Numeric Paging
- ✓ Medical Priority ProQA®
- ✓ Psiam®/TAS®/Adastral®/NHS Direct®
- ✓ E.I.S.E.C. A.L.S.E.C
- ✓ Field Data Collection
- ✓ National Care Record

Gazetteer/Mapping

- ✓ Fully Compliant with Address-Point® Data
- ✓ Automatic Gazetteer Import Facility
- ✓ Rapid Drill Down Retrieval
- ✓ Fully Supports Cross Streets (Junctions)
- ✓ Multi-Level Property Management
- ✓ Full GIS Integration, Dotted Eyes® Compliant

Key Features

- ✓ Intelligent Routing Information Service (IRIS)
- ✓ Automatic Dispatch Option (Dispatch and Confirm)
- ✓ InterCAD – Common Call Gateway (Interoperability)

Auditing

- ✓ Comprehensive Auditing Facilities for all aspects of the system, including:
- ✓ Incidents
- ✓ Resources
- ✓ Rest Periods (including A4C Requirements)
- ✓ Users
- ✓ Gazetteer
- ✓ Static Files
- ✓ Status Plan Compliance

Management Information

- ✓ ORCON Reporting
- ✓ Körner Reporting
- ✓ CHI Reporting
- ✓ Status Plan Compliance
- ✓ Workload Distribution
- ✓ Lost Unit Hours
- ✓ Unit Hour Utilisation
- ✓ Individual Activation
- ✓ Hospital Turn Round Analysis
- ✓ Comprehensive Ad Hoc Reporting Tools
- ✓ EMDC Dashboard
- ✓ Web Portal

For more information, or to arrange an informal demonstration of **ALERT C³** or any of our other products, please contact us directly at the address below:

mis Emergency Systems Ltd

Charnwood House
Gadbrook Business Centre
Northwich
Cheshire CW9 7UG

Telephone: +44 (0)845 330 4425

Fax: +44 (0)1606 330 553

Email: info@mis-es.com
www.mis-es.com

© MIS Emergency Systems Limited 2008.

This product includes map data licensed from Ordnance Survey® with the permission of the Controller of Her Majesty's Stationery Office® Crown copyright 2001. All rights reserved.

Scalable, Reliable, Proven.

