

CommsWorks™

A unified platform for the future of
Emergency Services communication



Adapting to the 21st Century communication challenge

In today's complex world where technological advances are altering the way people talk, think, work and live the Emergency Services must adapt and evolve to the changing needs and expectations of the public.

New developments in the control room have made the way that the Emergency Services respond to the public significantly more efficient and effective.

- Digital contact management systems ensure that callers don't waste time repeating information because it can now be shared between different systems.
- Accurate, topical information collected efficiently by the control room and delivered quickly to officers enables them to make insightful decisions at the scene and deliver a better public service.

Deploying the right technology has the capacity to change the way the Emergency Services operate and work in ever more efficient and effective ways to better manage their demand and control costs. The challenge is to ensure that this technology really does deliver on its promise by creating a better more 'joined up' service from a public perspective.

A truly multi-channel communications platform

For many of us 'voice' communication is now rather out-dated. We bank, shop, book our holidays and source information online without the need to speak to a single person. We also expect to be able to interact with our key service providers when, where or how we want and to get the answers we need at the touch of a button.

At the moment, if the public need an emergency service they dial 999 (or 101) and speak to an operator for help. But could response be initiated by other means? What about an online message requesting help, a tweet, a text, snapchat, video or even an online chat?

Capita have been at the forefront of Emergency Service communications since the advent of digital radio networks in the early 1990's and this experience and knowledge has allowed us to remain there with the development of the ControlWorks™ contact management and communications hub.

As part of this suite **CommsWorks™** builds on our extensive experience to deliver a single, integrated platform for multi-channel communications to allow our clients to take full advantage of both the voice and data capabilities that the next generation networks will provide together with social media and text-based contact whilst providing a solution to manage the transition ensuring continuity of service, organisational flexibility and reduced risk.



Key features

Radio



- TETRA
- TG event/monitor/select
- Combined Resource/Status Event pane
- Group/Individual Call
- Call queues, SDM, TETRA Alarms
- LTE Voice

Telephony



- ACD Integration
- Call queues, dial pad, call transfer

Channel shift



- Email, SMS, Web Portal
- Two-way social media integration
- Unified Communications (e.g. Microsoft Lync)
- LTE Data Services

Resource management



- Mapping (local and web)
- Contact Directory
- Location Interoperability

Misc



- Conference (Connect)
- Intercom
- Supervisory Functions

Key Benefits



CommsWorks™ will deliver:

Geographically independent communications – enhanced ability to deliver DR, mobility, agility and collaboration

A multi-channel range of voice, data and textual communications for staff and public

One click deployment on any connected Windows client supporting greater organisational agility

A low risk, flexible solution providing a platform for the future – integrating to ESN will be far simpler than with existing control room technology.

Greater flexibility in screen layout and design based on user role

Reduced hardware and installation costs on existing infrastructure

Capabilities to use communication networks more efficiently and support changes in working practices and organisation

Interoperability and collaborative working

Lower total cost of ownership in comparison to the separate systems it will replace

An evolving roadmap alongside ControlWorks™

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