

CAPITA

ESNReady™

As you may be aware, the Home Office has initiated a £multi-million programme to look at the replacement of the Airwave communications infrastructure. This programme, known as ESMCP (Emergency Services Mobile Communications Programme), is scheduled to deliver 'service commencement' in September 2016 for the Emergency Services Network (ESN).

Capita has an immensely strong client base across all the key stakeholders in this programme through its DSX ICCS and Capita Vision™ CAD solutions. We believe this puts us in a strong position to support our current clients and support them for the future with our latest **ControlWorks™** platform, launched in September 2013.

The ESN is being developed to provide a multi-agency, multi-modal communications network which can deliver both voice and data services to support operational needs. As a replacement for Airwave, which is primarily a voice network, it is expected that this new data focus will play an increasingly significant part in Emergency Service communications. A new focus will bring new operating models and Capita's suite of products will provide a range of interfaces and capabilities to meet this changing environment.

Delivering new operational models

Capita's existing portfolio - DSX, Capita Vision™ and **ControlWorks™** – delivers communications into the Control Room from integrated voice (radio and telephony) in the ICCS through to integrated voice and data in Capita Vision™. Our new **ControlWorks™** solution will also add multichannel public contact into the mix. Each solution will play a different role in the operating model of the future and we believe that Capita's portfolio can ensure our clients meet these requirements and enable them to choose the solution that best suits their needs.

During 2013, Capita took steps to prepare for the arrival of the ESN. These included a review and rationalisation of software streams on our existing solutions, allowing a more streamlined, faster and cost effective development during 2014 in order to provide effective support for the ESN infrastructure. It is Capita's objective to maximise the capabilities of ESN for all existing and potential customers, and to deliver interoperability between existing and new networks during the transition period.

A proven partner for the future

As the leading supplier of mission-critical voice communications and radio services in the UK Emergency Services sector, Capita has been at the forefront of the development of communications protocols and interfaces for many years and this continues, ensuring our products will always remain fully compliant.



Development to insulate our clients from change

For the DSX product range (DS2000 and DS3000) the latest software release is a converged version that can be used on both system platforms. This combined with the modular architecture of the DSX will allow the initial user functionality and control methods to be implemented once and then be available for both platforms. Initial functionality for the DSX product will provide "like for like" voice call functionality with that which is currently available via the Airwave service and also cross connection of ESN and Airwave communications to allow inter-operability during the migration periods.

The developments in DSX ESN integration will also enable the same functionality to be delivered in both the Capita Vision™ and **ControlWorks™** solutions. Existing DCCI, TRSI and TRLI interfaces will also be enhanced as required to allow 3rd party systems to use appropriate ESN functionality.

Capita Vision™ and **ControlWorks™** will both provide innovative solutions that maximise the voice and high bandwidth data capabilities of the ESN. These solutions bring together core Control Room and Contact Centre functions onto a single platform, built on modern technology and with greater flexibility in screen layout and design. This approach removes the restrictions imposed by the use of separate components and enables Capita to develop new features and ways of working that maximises the benefits of ESN, both in terms of new data rich functional capabilities and the operational agility it will deliver to customers.

This market leading position also enables Capita to be fully engaged with the ESMCP team as well as potential providers of both network and end-user devices. This will ensure that a continued investment in our portfolio will be compliant with the ESN and that any investments made by our clients will benefit everyone both in the short and long term as operating models evolve.

For more information on how Capita is ensuring its portfolio is ESNReady™ please contact the team on ccs.info@capita.co.uk