ESN update

with DSX ICCS

As reported in the last issue Capita is leading the way as the first supplier to complete an end-to-end test from device to ICCS. As the development process continues nearly half of our user community has already reserved slots in our deployment schedule and commenced Phase 1 mobilisation. This initial ESN-readiness phase includes the development of work plans and resource engagement.

Phase 1 deployments will bring existing systems up to a verified and agreed baseline in readiness for the connection to the ESN thus delivering system and product lifecycle benefits and de-risking the transition programme.

Alongside the project teams the agile development process continues with the team busy finalising prototype builds in readiness for NATS testing and this will occur as soon as the required release is delivered by the ESN programme. This work, to the benefit of the whole Capita user community, is working towards delivery to our agreed 'pilot partner' in Q4 2017.

This technical pilot phase, to run through the first quarter of 2018, will enable us to prove and demonstrate capabilities and ensure our clients are ESN Ready™ for connection to the national network as that roll out continues.

Delivering a true multi-agency solution

with VisionCAD

Capita has been working with the Australian Capital Territory (ACT) Emergency Services Agency (ESA) since 2003 and provided Vision Multi-Agency CAD system to support Emergency Services in Canberra, Australia.

Recently ESA upgraded to the latest version of Vision, going live on the new platform in May this year. The new Capita Vision 5 CAD system supports four operational services: the ACT Ambulance Service, the ACT Rural Fire Service, the ACT State Emergency Service and ACT Fire and Rescue. In all respects, the system fully meets the public safety mission and time critical requirements for emergency call taking, dispatching, incident co-ordination and reporting.

The Vision 5 CAD system provides a common hardware and software environment, and provides the ability for each of the individual agencies to actively collaborate whilst maintaining their respective business rules and response capabilities. This project was delivered through Capita's strategic business partner, Fujitsu Australia Ltd

who established a "CAD Lab". The CAD Lab provided a collaboration point for operators, educators, managers and technicians to learn from each other and work side by side in a convenient physical location. Working closely with Capita in this collaborative environment significantly contributed to the development, configuration and testing of Vision 5 in a timely manner to meet the service delivery requirements and foster a sense of ownership and buy-in from front line staff.

The new solution provides:

- A move to a fully Microsoft SQL based solution from the Oracle legacy database.
- The best and most extensive range of features to operational users at all levels.
- A robust architecture for redundancy and availability.
- With Vision 5 incorporating the CCS open source mapping, the area of GIS support can easily be established, maintained and modified internally by Agency members.

Delivering advanced, high performance visualisation
with ControlWorks® Mapping

CCS has over 20 years' experience developing innovative solutions where good integration with mapping has been critical to the success.

As our clients' needs have become increasingly sophisticated, our in-house capability and expertise has enabled us to deliver an advanced, high performance solution much more suited to a mission-critical deployment at a fraction of the cost of 3rd parties.

With over 15 man years of development already invested and built on the latest web technologies ControlWorks® Mapping is capable of supporting a range of deployment options from locally installed infrastructure right through to a multi-tenanted solution hosted in Azure.

Please contact us for more details but in highlight:

- Information about a specific location is easily accessed from the map, including:
    - managing incidents   - making phone calls
    - managing resources including 'starburst' tracking
    - geofences for automatic triggers
    - viewing CCTV   - accessing building schematics
- Data can be loaded into the map database or held externally and is capable of handling multiple data feeds from multiple sources
- Easy manipulation of map layers including
    - 3D and altitude specific information such as wind speed and direction
- A number of standard interfaces already developed for real-time data feeds
    - Met office   - Traffic England
    - Sky Track (AVL for helicopters)

Best practice and innovative technology

One of Capita Group's biggest USPs is the breadth of capability in the digital technology arena. The CCS team are constantly on the lookout for new innovations and leading products in other sectors that might augment our product suite and deliver improved services and outcomes for our clients.

As the need to manage demand in Emergency Service contact centres increases the ability to provide self-service options and automated or process-driven workflows has the capacity to enhance management of the demand cycle and allow services to deliver better outcomes for the public.

We are working closely with colleagues in the Local Government sector to integrate their Advantage Digital Platform, that is successfully used across the public sector, to deliver self-service portals and apps for use by members of the public to interact with the emergency services in their area to, for example, report a non-serious crime, organise an appointment with a Beat Officer or retrieve information and updates on previous reports via the web or from smartphones.

To support our multi-agency contact capability we are also working closely with colleagues in the Healthcare arena to build their proven call triage workflow capability in to the control room suite of products to offer a fully integrated offering for Ambulance and Multi-Agency control rooms around the world.

Please get in touch to find out more

NEWS IN BRIEF

999eye Go Live

Following a period of security and user testing the 999Eye service has entered live service for use with the public at West Midlands Fire Service. In the first month of operation it was used 50 times by the public to send images and videos to the Control Rooms.

User Group dates etc

Our product user groups meet on a regular basis to help inform the future direction of the products. The next meetings will be:

ControlWorks® – 12th September @ Derbyshire Constabulary

Capita ranked #1 for fourth year

Capita has, for the fourth year, been ranked #1 supplier of software and services to the UK Public Sector.

In the next issue...

Mobilising ControlWorks®

Integrating analytics into the Public Safety Contact Centre

Where to see us next year

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