

## Ambulance Radio Project (ARP)

The time it takes for a front line ambulance to reach an emergency can mean the difference between life and death. In a growing population, the number of 999 calls rises daily, which means that Ambulance Trusts must cope with the ever increasing pressure of reaching 75% of the most serious incidents within 8 minutes. Prior to the introduction of the TETRA based Airwave radio system Ambulance Trusts across the UK were working with analogue radio and utilised a number of different systems for call handling - systems which were losing the battle to keep communications clear, speedy and secure...

In partnership with Airwave Solutions Limited, Capita was contracted by the Department of Health to implement the national Ambulance Radio Project (ARP) which involved the provision of control room equipment and installation and support of Airwave radios and mobile data terminals across the entire UK ambulance fleet.

ARP saw a major national deployment of digital radio and mobile voice and data communications infrastructure to all 10 NHS Ambulance trusts across England (with a later extension to include Scotland and Wales).

Capita is responsible for the deployment of the DS2000 Integrated Communications Control System (ICCS) which includes mobile data gateways and Automatic Vehicle Location System (AVLS)/mobile data terminal communications together with Systems Integration and a comprehensive Managed Service for the deployment, maintenance, repair and return and helpdesk support for all user mobile terminals and in-vehicle installations across the country.





In 2008 Capita was awarded a further contract to supply a Managed Wide Area Network across England, increasing security and flexibility within the now regionalised Ambulance Trusts. Initially designed to improve security and resilience, the system allows completely confidential interaction between control rooms.

The 3 year deployment programme is now complete, and the next phase is now under way, a 10 year support contract, encompassing over 650 operator positions, 800 Ambulance stations, 10,000+ Tetra Digital Radio Mobiles, 12,000+ Hand-portables and 5,000+ Mobile Data installations.

A national service team provides full 24/7 on site assistance for critical incident resolution ensuring peace of mind and maximum coverage across the country.

The Airwave Solutions/Capita Managed Services project for ARP delivers a comprehensive framework of services to each Ambulance Trust:

- A single integrated national 24/7 Help-desk facility, with “on-line” knowledge base and on-site technical support
- Support services delivered within an OGC Information Technology Infrastructure Library (ITIL) service management framework, with a contracted commitment for the suppliers to achieve ISO20000 Service Management certification
- A national, field based 24/7 support service with contracted time to site and restoration of service metrics
- Central automated service management system for incident, problem and change management procedures and processes for the tracking and logging of equipment faults
- Full management information reporting with automated escalation alerts to track performance against SLA parameters
- Corrective and preventative maintenance support services for all terminal equipments
- Return and repair service and TETRA terminal “spares pool”
- Asset and configuration management of all configurable items within the managed service
- Fleet-mapping and configuration support for the equipment populations
- Technical training and support of Trust staff
- Installation and De-installation services for terminal equipments
- Third party management of existing legacy system suppliers
- Service availability, including coverage and network performance measurement