

## CASE STUDY

# East Midlands Ambulance Service



## Scalable infrastructure to meet future demand

### About the Customer

East Midlands Ambulance Service (EMAS) provides patient transport services in North and North East Lincolnshire and parts of Nottingham for people who have routine hospital or clinical appointments. Patient care and treatment is provided at the scene of the emergency or in the emergency vehicles en-route to hospital or a treatment centre.

East Midlands Ambulance Service is a customer of Wavenet\*.

### The Challenge

More than 2,700 people work at East Midlands Ambulance Service. It has two control rooms at Nottingham and Lincoln, serving a resident population of 4.8 million across the East Midlands and covering an area of some 6,425 square miles. Each year EMAS responds to more than 616,000 emergency and urgent calls.

With life critical, a telephony platform that is not only highly resilient, but also provides a robust platform to deliver the next wave of communication features, was essential. Additionally, maintaining this requires the highest level of vendor support. EMAS had a distributed estate, so standardising it would allow it to access to the latest system features, essential to maintaining and developing the estate in line with its critical operational requirements. At the same time, compliance dictates that all records must be held for 25 years, so a platform with the ability to accommodate this was also required.

### At a glance

**Company:** East Midlands Ambulance Service

**Industry:** Health

**Sites:** 70

**Employees:** 1,001 - 5,000

**Objectives:**

- Upgrade to a robust and highly-resilient telephony platform
- Standardise vendor support across entire network
- Be able to hold telephone records for up to 25 years in line with regulatory guidelines

**Solutions:**

- Unified Communications

**Results:**

- Layered voice and infrastructure resilience supports day-to-day operations
- Integration with wider systems has removed considerable administrative burden
- New call recording solution ensures continued compliance with industry standards

Central to the solution, in such an obviously risk adverse culture, was the ability for the supplier to manage the transition clearly, effectivity and with minimum or no disruption.

## The Solution

The solution focussed on two main sites (Nottingham and Lincoln) and delivers multiple layers of voice and infrastructure resilience to support EMAS' day-to-day operations. The existing voice recording solution was also legacy, so Wavenet worked with EMAS to implement Mitel's new Redbox Call Recording solution, ensuring continued compliance with industry standards, and delivering a future-proof infrastructure that could scale and meet future demand.

The solution monitors quality, and performs audio analytics and evaluation of a wide range of data sources, improving efficiency stakeholder satisfaction and reducing operational costs.

## The Results

The project to upgrade EMAS' systems has provided the foundation for its enhanced contact centre and delivered a number of incremental improvements through central administration. It has also enabled the integration with wider systems and removed a considerable amount of administrative burden.

The work has also enhanced the user experience of all agents and staff, which manifests itself in better and more responsive patient care.



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