

Case Study- DX400 upgrade

Staffordshire Ambulance Service NHS Trust gets Team Simoco health check

Staffordshire Ambulance Service NHS Trust, the best performing service in the UK according to government figures, has upgraded its touch screen and radio response system from public mobile radio specialists Team Simoco.

Team Simoco, which has provided technology and consulting to Staffordshire Ambulance Service NHS Trust for 15 years, upgraded the existing DOS based operating platform; that alerts operators in the control room to incoming calls, to DX4000 front-end Microsoft windows technology.

The operators, who were equipped with new clearer touch screen terminals, noticed no difference to the service itself, as Team Simoco blended the look and feel of the old system with the new technology and made sure there was no impact to the availability of the emergency service. The solution also means that none of the control room's 13 call operators need to be re-trained to use a new system, while the technology platform ensures that Staffordshire Ambulance Service has the necessary infrastructure in place as it looks towards joining the National Radio System* in the coming years.

New mobile radios were also installed in each of the Trust's 70 ambulances, improving clarity of reception and reducing the space that they occupy within each ambulance.

Phil Spence, Information and Communication Technology Manager at Staffordshire Ambulance Services NHS Trust said:

"Team Simoco is a trusted supplier of radio communications - a critical element in achieving our goal of answering calls and attending medical incidences as quickly as possible. This latest upgrade also gives us the necessary platform to move towards digital radio services in the future."

Since this press release was issued, Team Simoco have also installed the DX4000 Integrated Communications Control System at Dounreay Power Station and upgraded the Greater Manchester Fire Service control system to DX4000.