



WHITE PAPER_

Benefits Of Digital Transformation_ in Emergency Services

By SPG Transformation
5th May 2023

Benefits Of Digital Transformation in Emergency Services_

Improved Communication_

Effective communication is crucial in emergency services. Digital transformation has revolutionised communication in the emergency services sector, providing real-time communication capabilities through omnichannel services that facilitate a variety of citizen preferences, including traditional telephony, mobile devices, web chat and socials. This has enabled emergency services personnel to improve interaction, share critical information, and coordinate responses to emergencies.

Improved Customer Experience_

The emergency services sector is enhanced by digital transformation, which provides new and innovative ways to respond to emergencies. Current market digital tools such as video conferencing, are enablers for emergency services and clinical staff to respond to non-life threatening cases more quickly and efficiently, reducing response times and improving overall service delivery.

Drones and body-worn cameras, other products of digital transformation, are augmenting traditional emergency response methods. Drones are used for surveillance, crowd control, and even delivering emergency supplies, whilst body-worn cameras provide an unbiased record of events, increasing transparency and accountability.

Better Data Collection and Analysis_

The effective collection, management, and analysis of data from various Public Sector sources can help emergency services identify trends, patterns, and potential risks to enable them to improve their decision making. New and innovative ways to access partner/agency information and collect, manage, and analyse data can provide critical safety information for response personnel. Doing so also enables quicker response times, and builds on the data set. Similarly, Geographic Information Systems (GIS) and Artificial Intelligence (AI) are aiding in disaster prediction, planning, and response. GIS provides accurate data about disaster-prone areas, helping officials plan and prepare accordingly. AI models, trained on historical data, can predict potential disasters, giving valuable time for evacuation and preparation.

Improved Decision Making_

Digital transformation has enabled emergency services to improve their decision making by providing real-time data and analytics. With digital tools and the ability to share data with the wider Public Sector, emergency services can access critical information such as incident reports, resource allocation, and personnel deployment, supporting them to make informed decisions that can save lives and minimise damage to property. Digital tools can also aid strategic decision-making, providing valuable insights and recommendations based on real-time data analysis.



Improved Safety_

Public Safety organisations can leverage technologies such as AI, big data, the Internet of Things (IoT), and predictive analytics to improve their operations. AI is being used to analyse large volumes of data and identify patterns that humans may overlook. Predictive analytics is helping to forecast crime hotspots, enabling proactive policing and predictability of where harm may occur. IoT, on the other hand, facilitates real-time monitoring and tracking through connected devices, improving situational awareness and response times.

Conclusion

Digital transformation is continuing to revolutionise the emergency services sector, providing new and innovative ways to improve service delivery, reduce response times and enhance overall efficiency. With digital tools, emergency services can strengthen communication, collect and analyse data, and make faster and informed decisions for our citizens.



Case Study

London Ambulance Service calls on SPG's Change and Transformation expertise_

London Ambulance Service (LAS) is the busiest ambulance service in the UK, serving 9 million people across London's 620 square miles. The 999 service responds to over 3000 calls per day, supported by 9,600 staff members.

LAS' mission statement is 'to provide our patients with the highest quality of care, which will contribute towards Londoners having health outcomes that are amongst the best in the world'. To ensure this is achieved, contact centres and telephony platforms must be available 24 hours a day to provide urgent responses for London's citizens.

With such a critical system, LAS needed to diligently plan and deliver a smooth transition to a new telephony platform that would not impact the existing service. Having been in the planning for six years, LAS turned to SPG to bring the concept to reality.

Working with partners and internal LAS teams, SPG quickly highlighted early remediation activity to remove potential risk to the live service. SPG then reviewed the current telephony system, its integrations and underlying infrastructure prior to meticulously planning the migration to a new telephony solution for their critical 999 service.

With a solid plan in place, the combined team worked collaboratively to ensure that the 999 Emergency Operations Centre and 111 call handlers could continue to receive calls with zero interruption to service, and the migration was completed successfully.

LAS are now leveraging the benefits of enhanced security, additional call recording features, robust Business Continuity Plans and resilience from multiple locations.

"Following a lot of hard work and collaboration by our IM&T, programmes and projects, emergency operation centre (EOC), Gold and other teams, we have successfully upgraded our telephony operating system.

The updated platform provides us with improved resilience, which is crucial as we enter the winter period. It is also a key step to our successful delivery of CAD (Computer Aided Despatch) next year. This particular programme has been six years in the making. It has been one of the smoothest IT or telephony upgrades we have done so really well done to everyone involved."

Daniel Elkeles, Chief Executive, London Ambulance Service



Outcomes_

- Improved reliability of London's 999 and 111 contact centre platforms
- Cost optimisation and remediation of technical debt
- Enhanced Business Continuity and system availability
- Zero downtime during migration activities

About SPG_

Solution Performance Group partners with you to provide transformational technology solutions, highly efficient processes and empowered, successful people. Our multi-disciplined team of some of the most experienced technology experts in the UK lead you throughout the project lifecycle from design to development, deployment and end state management.

- **Solving large, complex business & technology problems is our speciality**
- **We remove the uncertainty in relation to solution, time, cost and quality**
- **Delivery of turnkey solutions from inception through to implementation and onward into support**