

EMERGENCY SERVICES & PUBLIC SAFETY



Within emergency services and public safety environments, mobile staff are increasingly being asked to rely on an ever-growing number of communication systems. Because of this, there is a subsequent requirement to also provide verification methods to ensure the right staff member receives the right notification in a timely manner. Fortunately, there are solutions available to monitor and report on staff communications to ensure greater accountability and faster responses to critical events.

Spok provides critical communication solutions for many emergency services and public safety groups across the globe. When split seconds can have an impact on life-threatening situations, there is no margin for error and every moment counts. Emergency services and public safety organisations rely on their communication technologies to deliver critical information to first responders in order to react quickly and effectively to emergency scenarios. Police, fire and EMS agencies as well as dispatch operators need to be armed with the best possible communications tools to accomplish this.

KEY FUNCTIONALITY & BENEFITS

- Improve staff and visitor safety
- Improve event response times
- Integrate with existing 3rd-party security and safety systems
- Increase staff efficiency
- Create detailed reports on response times to critical events

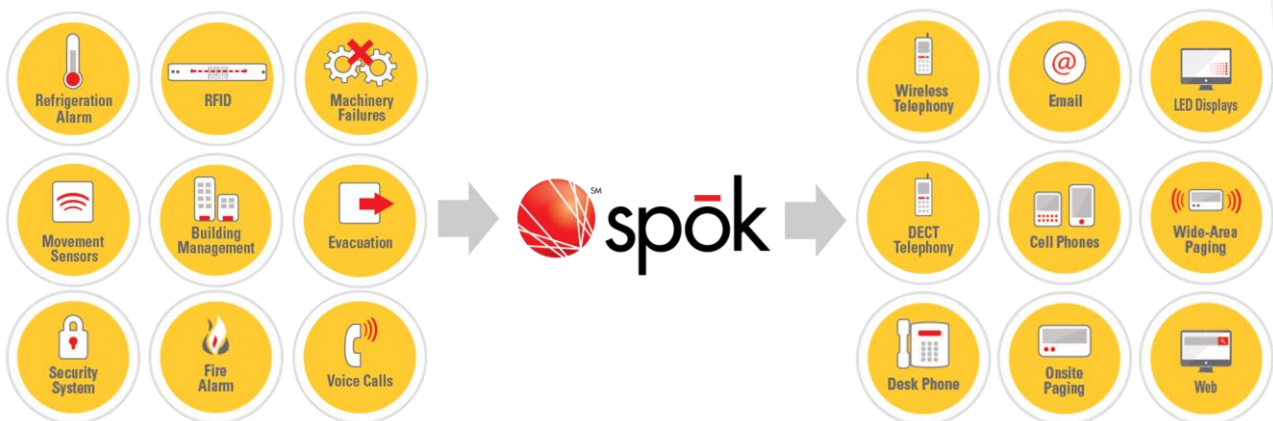
INCREASED UPTIME

With the assurance that critical, time-sensitive information will be delivered to their communication devices, busy staff are mobilised to focus on tasks that bring greater efficiency gains. Spok is uniquely positioned to enhance the effective distribution of real-time information and can offer comprehensive solutions in line with the evolving needs of your organisation. Aside from the option of deploying private paging networks, pagers, and integrated wireless messaging to multiple devices, Spok[®] solutions have been fully certified for interoperability with Cisco[®], KIRK[®], NEC[®], Alcatel[®], Multitone[®], Spectralink[®], and Vocera[®], among others.

IMPROVED STAFF EFFICIENCY

All commercially available computer-aided dispatch (CAD) systems can be seamlessly integrated to deliver descriptive alarm conditions to first responder recipients and groups. This communication flow is transparent to the dispatch operator as specific triggers in the integrated data result in immediate distribution to the communication devices used by responders in the field.

CONNECT MONITORING SYSTEMS TO COMMUNICATION DEVICES



FULL AUDIT TRAIL

Across this sector, increased regulation and safety standards are making organisations more accountable. Spok solutions provide managers with an audit trail of all communications sent through the system. When emergency and environmental incidents occur, the information can be used to monitor response times and ensure processes are being carried out correctly.



THE FULL SUITE OF EMERGENCY SERVICES COMMUNICATION SOLUTIONS:

Mass Notification & Incident Communications (Spok® e.Notify): The ability to send specific messages to a mass audience via a preferred device list and track results. Manage emergency situations with two-way communication to deliver the information and manage responses and escalations.

Alarm Management (Spok® Fusion, Spok® Messenger): Integrate critical alert and alarm systems to the mobile communication devices carried by staff using middleware solutions. Receive reports containing an audit trail of all messages and notifications sent and received on the work site.

Onsite Paging Devices: Robust emergency pagers with configurable display options and priority override capabilities.