



PRESS RELEASE

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**FOR FURTHER INFORMATION:**

Ralph Diment

EMEA Marketing Manager

Phone: +44.1793.492437

email: [sgi-uk@intergraph.com](mailto:sgi-uk@intergraph.com)

## **South Central Ambulance Service Completes Regional One-system, three-centre ‘virtual control room’**

**Third and final Emergency Operations Centre control room goes live to create a unified CAD region powered by Intergraph ‘I/CAD’ technology**

**No loss of performance: SCAS holds No.1 national Ambulance Trust position for 8-minute response throughout go-live period**

**UK - 25 October 2011**---South Central Ambulance Trust’s (SCAS’) third and final Emergency Operations Centre (EOC) has just gone live with Intergraph’s I/CAD system, completing a process that creates a three-centre, one-system virtual control room with the ability to balance workloads and dispatch the ‘nearest and best’ resources for each incident across SCAS’ 3,500 square mile region. A network control centre with common telephony platform, integrated with I/CAD will allow a SCAS call taker in any EOC to pick up a patient call from any location in the SCAS region.

“We now have a virtual CAD covering a population of approx 4 million people, which thanks to the hard work of our staff, we have successfully implemented with no loss of performance” says Luci Stephens, SCAS’ Assistant Director, EOC. SCAS held its national leadership position for Ambulance Trust 8-minute response times throughout the third EOC go-live period.

“We have been learning from each implementation phase, increasing the robustness of our training to minimise both risk and disruption to service” Luci Stephens adds. Full resilience is built into SCAS virtual control room which provides greater business resilience across SCAS.

Commenting on SCAS' management of business change, Head of Planning (Operations) Rob Ellery concludes: "We have brought three very different ambulance services together into a virtual and common call taking and dispatch environment that enables standardised, region-wide working as well with our staff, which is a great achievement to help improve call handling services to patients, through people skills and using modern I/CAD technology.

South Central Ambulance Service NHS Trust (SCAS) is part of the National Health Service (NHS), and was established on 1 July 2006 following the merger of four ambulance trusts in the counties of Berkshire, Buckinghamshire, Hampshire and Oxfordshire. SCAS' area covers approximately 3,554 square miles with a residential population of over four million. SCAS' emergency operations centres handle around 500,000 emergency and urgent calls each year.

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