Police, Fire, and EMS

Reliable & Redundant Connectivity Provide Police, Fire, and EMS with Faster Communications

SUMMARY

First responders are continually trying to find ways to respond to emergencies more effectively. In today's mobile environment, reliable network connectivity and redundancy allows first responders to communicate more reliably and improve response times.

Many Police, Fire, and EMS have deployed Cradlepoint NetCloud Service for mobile for an improved network connection and added redundancy, even in demanding conditions. The service includes routing, a WiFi access point, GPS and telematics integration, WiFi-as-WAN, and cloud configuration and troubleshooting, all delivered via an in-vehicle LTE router with 24x7 support and a limited lifetime warranty.

CUSTOMER PROFILE

IEMS provides 911 emergency response with high-quality care for the residents and visitors of Marion County, Indiana, serving 261 square miles of primary response area. IEMS is the largest provider of emergency pre-hospital medical care in Indiana and will respond to more than 120,000 911 calls this year. IEMS employs more than 300 EMT and paramedic providers and 50 support employees, and has 31 ALS on duty ambulances.

In the logistics section, there are three personnel who handle the support for network hardware, network systems, and computer applications and programs.

ORGANIZATIONAL NEEDS

Indianapolis Emergency Medical Services (IEMS) needed improved reliability in cellular connectivity for its in-vehicle Mobile Data Terminals (MDTs), mobile devices, and electronic patient care reporting (ePCR) system. The MDT provides messaging and reporting functions and allows IEMS to communicate the public safety answering point (PSAP) — the call center responsible for answering emergency calls for police, firefighters, and ambulance services. MDTs are also used to communicate with other first responders.

Another prime concern for IEMS was to get redundancy and connectivity based on multiple cellular networks for the ePCR computers.

With robust connectivity, IEMS can use the ePCR system to enter critical patient information in a medical record from a portable ePCR computer and allow the receiving hospital to quickly receive that information. This helps the hospital prepare for care once the EMS crew and the patient arrive at the receiving hospital.

SOLUTION

To achieve improved and redundant connectivity, IEMS leveraged Cradlepoint NetCloud Service for mobile in its 60-plus vehicle fleet. IEMS is using NetCloud's cloud management capabilities for full visibility and management of all devices from a single location, no matter where the vehicles may be. The service includes extensive cloud functionality and a purpose-built in-vehicle router.

With the Cradlepoint solution, IEMS has high-speed, clear, and highly reliable communications through their MDTs and ePCR systems to achieve rapid responses and save valuable time.

If you would like to learn how solutions like this can be achieved for your First Responder's, reach out to us at Williams Trinity Group today. We can configure, manage, deploy, support, as well as provide any hardware or software for all your technology needs. Williams Trinity Group can provide your business with Cellular Service from Verizon, AT&T, and T-Mobile.