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## **Ambulance use multiple wireless networks to save lives**

Sydney, Australia: The Ambulance Service of New South Wales (ASNSW) has broken new ground by being the first public safety agency to dispatch Ambulances over multiple different wireless data networks simultaneously.

The Ambulance Service uses wireless data to monitor the position and status of Ambulance vehicles to improve the speed of response to an incident. Once a case is allocated to a particular crew, wireless data systems are used to send the case details to the paramedics in the Ambulance vehicle, and to keep them informed of case updates as they respond.

On the back of the positive feedback received as ASNSW officers experience the new State Government private Mobitex wireless data network, ASNSW is trialling technologies that allow ASNSW to communicate via wireless data to Ambulances over any available data network across the State of New South Wales.

The private Mobitex network provides secure and guaranteed delivery of messages, says Bill Delaney, Chief Executive of Technisyst, the company that supplies both the Mobitex network, and the gateway technology that allows NSW Government Agencies to also operate over available public data networks.

“While the Mobitex private network is the preferred network, there are many locations in the State where the new network is not currently available, so our gateway technology allows Agencies to also utilise public carrier networks like Vodafone’s GSM GPRS service, or Telstra’s CDMA 1xRTT service,” Mr Delaney said.

The gateway technology allows a communications officer handling an emergency call to view current vehicle locations and status, and allocate a case to Paramedics in an ambulance, without thinking about the wireless network technology that allows that to happen.

“Our solution allows Ambulance to dispatch a case to an ambulance through one single connection to our Gateway and the gateway will distribute the message to the vehicle via the appropriate network, and this takes place seamlessly to everyone involved,” says Mr Delaney.

While Technisyst’s customers prefer to use the Mobitex private data network because of the guaranteed service levels, countries like Australia have populations dispersed across large geographic areas, and it becomes economically unviable to deploy private data network coverage everywhere, says Mr Delaney.

“If it was your mother or child in trouble, you are not really concerned about the brand or type of technology that is used to help save their life. So our technology attempts to first use the best possible network, and if that is not immediately available then we can divert the messages across whatever other networks are available,” said Mr Delaney.

## **About Technisyst**

Technisyst is the leading supplier of wireless data solutions to the public safety market in Australasia. The company delivers end-to-end wireless data solutions to the public safety, intelligent transport, and mobile worker markets by bring together its own wireless data hardware and software products with best of breed components from around the world to deliver mission critical wireless data solutions that allow organisations to communicate wirelessly with their resources in the field. See [www.technisyst.com.au](http://www.technisyst.com.au) .



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