

Excelerate future-proof Department of Health HART Programme through resilient software-only recording solution from AudioSoft

Leading technology firm Excelerate Technology has benefitted from using Ultra Electronics AudioSoft recording software to record a variety of audio communications on the Department of Health HART Programme. David Savage, CEO of Excelerate, needed best of breed partners to ensure the utmost reliability, resilience and ease of use.

More system integrators are now looking to Ultra Electronics AudioSoft for software-only recording solutions for ease of integration and reduced costs.

Background

The Department of Health Hazardous Area Response Team (HART) Programme is aimed at providing teams of ambulance staff to rapidly respond to major incidents across England, such as terrorist threats and flooding.



The Department of Health wanted to improve the communications system that the emergency services teams use when responding to these major incidents.

Although traditional radio-based communications, basic mobile phones and laptops had served Department of Health HART Programme adequately, it was clear that this level of technology would no longer be sufficient, particular in situations where networks would be likely to go down, in the London underground where

phone reception and availability is poor and when the general public would be flooding the networks with their own calls.

It was also important that, as a Category 1 responder, any proposed solution would help achieve interoperability with other blue light services enabling information share and allowing responders to meet their responsibilities under the Civil Contingencies Act. All UHF and VHF radios, cellphones and VoIP phones needed to be patched as well as providing real-time voice recording of all voice communication channels.

David Savage, CEO at Excelerate Technology, was tasked with being “the UK supplier, integrator, network manager and provider and technical supporter”, providing satellite and GSM-based VoIP switching functionality.

Excelerate needed an audio recording solution capable of recording a variety of different audio feeds that could be integrated with the communications switch. Because space was limited, it was imperative that a software-only solution could be provided.

David needed “best of breed technologies and partners to ensure the utmost reliability, resilience and ease of use”.

Continued David “In the case of all voice recording there was the added dimension of ensuring all of this whilst complying in legal matters concerning the use of recordings for evidence purposes. After considerable evaluation during the pilot phase we concluded that Ultra Electronics AudioSoft would make an ideal partner and its products the ideal solution in this element of the programme.”



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The London team was the first team up and running, quickly followed by West Midlands, North West and Yorkshire. Further teams will be rolled out across all NHS ambulance trusts by 2012.

A Comprehensive Solution

In order to record, monitor, and playback data from the IP Telephony system, Ultra Electronics AudioSoft's software-only solution is service based and so facilitates unmanned operation for the recording.

Clear Benefits

As well as the cost savings, David has become aware of many other benefits:

► **Improved Capability**

Service Orientated Architecture (SOA) allows AudioSoft recorders to be remotely configured, controlled, monitored and administered from within a single interface.

Streaming enables recordings to be played seamlessly over the internet, LAN, or WAN to other users at their local client PC –

saving time and cost.

► **Improved Integration**

All standards-based VoIP communications over the network can be recorded. The Ultra Electronics AudioSoft system logs all call related information, while the

architected recording solution ensures that no additional load is placed upon the network.

The Ultra Electronics AudioSoft system is truly modular and allows easy expansion of the system. It is easy to upgrade and integrate with associated equipment that may be added at a later date.

► **Improved Future**

As well as the capability to record audio, the Ultra Electronics AudioSoft system can be easily added to in order to record:

- Screen capture
- Network data
- Video – CCTV

Additionally, in other applications, radar and sonar data can also be recorded.

Further capability for analysing the recordings can be provided through Ultra Electronics AudioSoft's data mining product, Medirva™. This provides a suite of tools such as key word spotting, speech to text, speaker ID, speech recognition and language ID to facilitate quicker searching of recordings.

Added David Savage, "The NHS HART Mobile Incident Response Vehicles are the most technologically advanced and comprehensive units ever deployed in Europe" with Ultra Electronics AudioSoft the "ideal partner and its products the ideal solution in this element of the programme."



"These response units give the ambulance service much-needed capacity to deal with a wide range of large-scale incidents including those involving high numbers of casualties",

*London Ambulance Service
Head of Emergency
Preparedness John Pooley*