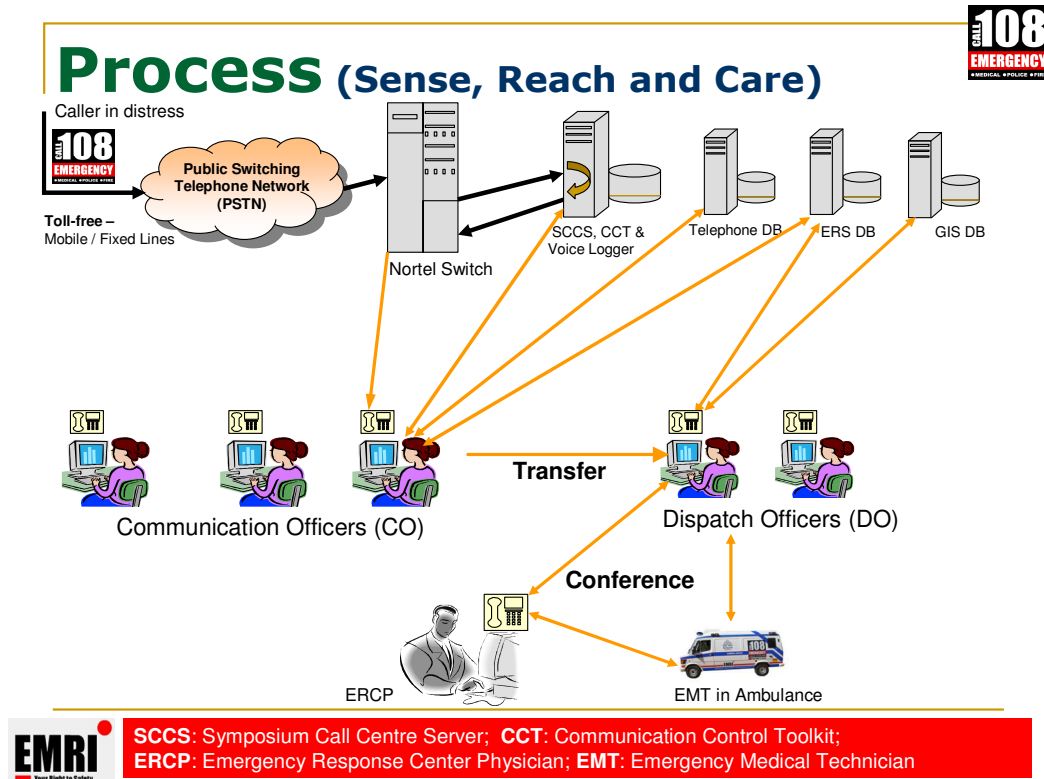


## TECHNOLOGY AT EMRI

**Technology at EMRI** - EMRI with technology partner Satyam Computer Services Ltd adopts advanced technology in providing Emergency Response Services.



The IT infrastructure in EMRI consist of the following key components:

**Telecom Switch** with Automatic Call distribution features & IVR facility. When a victim in emergency dials Emergency Response Centre, the call lands on Nortel Switch (PBX). Nortel Switch routes this call to the idlest agent.

Some of the features of Telecom switches are:

- High end PBX / Telecom switch with inbuilt automatic call distribution feature,
- support for Voice Over IP,
- Scalable, distributed platform for seamless growth from 200 to 2000 terminals,
- Modular client / server architecture,
- Redundant call processing core for extra reliability in mission critical enterprises ( i.e. Five - Nines reliability ),

- 135,000 busy hour call completions,
- Automatic Identification of Incoming Number.

**Computer Telephony Integration** -, CTI software helps in generating unique incident Id, with the help of caller line identification wherever available retrieves related information from Telephone directory database and pops up on the Communication Officer screen along with information regarding the number of times the caller called Emergency Response Centre.

**Some of the features of Computer Telephony Integration (CTI) Server are:**

- Two-way communications facility that provides the interface between external computer applications and the PBX to achieve computer telephony integration.
- Provides APIs to facilitate integration of Telephony Equipment & Applications.
- Generates events required for Computer Telephony Integration and Voice Logging.

#### **Interactive Voice Response System**

- The System is configured to use IVR to handle regular enquiry calls

**Voice Loggers** - All the incoming and outgoing calls to Emergency Response Centre are logged using advanced compression technology. The voice logs can be retrieved and are used for conducting Quality audit and Training personnel.

**Some of the features of Voice loggers are:**

- The Voice Acquisition Module (VAM) Records telephonic conversations and sends it to Voice portal server.
- Web portal Server maintains recorded voices and provides secure and authorized access to voice logs.

**Call Center Server (CCS) used for the following:**

- i. Skill based routing of calls
- ii. Packaged with over 70 standard and customized Management, Historical & Call-by-call statistics reports
- iii. Queuing and presentation

- iv. When customized scripting and skill-based routing are combined with queuing and presentation preferences, contact centers can provide callers with scalable, innovative and superior customer service
- v. Balanced workload to the agents
- vi. Real-time displays

**GIS and GPS Software** - This application enables Dispatch Officer to access the GIS Vector data ( maps ) provided by Government agencies and identify the incident location, finding the nearest ambulance and assigning the available ambulance. Once the ambulance reaches the victim it helps in guiding the ambulance to the Hospital.

**AVLT** - Automatic Vehicle Location and Tracking system helps in identifying the exact location of ambulance on real time basis and tracks the ambulance and other Emergency vehicles in the GIS maps and helps Dispatch Officer in dispatching the appropriate nearest un assigned ambulance / vehicle quickly.

**Various Applications** - Communication Officer Application ( COA ), Dispatch Officer Application ( DOA ), Patient Care Record application ( PCR ), Hospital Information System ( HIS ), Fleet Management Software ( FMS ) along with various databases help the locating the incident site, quickly dispatch help, having reached victim provide care, record the entire event from call the reaching the Hospital and further follow up after 48 hours and supporting continuous improvement of processes.

**SMS Technologies** - Advanced SMS Server helps in quickly sending information to EMT from the Dispatch Officer Screen, Fleet management, Feedback mechanism.

**Telemedicine** - This is being used to send the ECG & other vital parameters of the patient to the concerned Doctor / hospital using GPRS connectivity from mobile ambulance.

**World class IT Infrastructure** -The entire IT Infrastructure is designed to meet the world standards such as ISO 27001 etc. Redundancy is ensured at all levels of Systems and Network.

**High Availability** - All the applications & Infrastructure are designed such that the availability is maintained at 99.9%

**24 X 7 Technology Support** - Technology team supports operations team on 24 X 7 bases to ensure the high-availability of Network & Systems

**In addition to the above following software is used by EMRI for support functions**

- I. Customer Feedback Management System
- II. Quality Monitoring System
- III. Knowledge Management Portal
- IV. Document Management System
- V. Attendance Management System, Leave Management & Payroll System
- VI. Management Reports
- VII. Oracle Financials
- VIII. Oracle HRMS
- IX. Oracle Purchase
- X. Oracle Inventory
- XI. CRM