

## Supporting the Australian Capital Territory Emergency Services Agency

### Project drivers

Capita has been working with the Australian Capital Territory (ACT) Emergency Services Agency since 2004 and provided **Vision** Multi-Agency CAD system to support emergency services across Canberra, Australia. The Minister for Police and Emergency Services stated "the system is the best investment that the ACT Government had made in a long time".

The new Capita **VisionCAD** system supports four operational services: the ACT Ambulance Service, the ACT Fire Brigade, the ACT Rural Fire Service and the ACT State Emergency Service. In all respects, the system fully met the public safety mission and time critical requirements for call taking, dispatching, incident co-ordination and reporting. Capita provided a single **VisionCAD** system, via a common hardware and software environment, and provided the ability for each of the individual agencies to maintain their respective differences.

This project was delivered through Capita's strategic business partner, Fujitsu Australia Ltd.



### Customer profile

The ACT ESA is the Government organization responsible for providing emergency management services to the Canberra community.

- ACT Ambulance Service
- ACT Fire & Rescue
- ACT Rural Fire Service
- ACT State Emergency Service
- ESA Support Services

The workforce profile includes over 1,500 fulltime and volunteer personnel.



### Our Solution

Capita successfully delivered **VisionCAD** solution simultaneously with three other projects. With a dynamic and busy schedule, the relationship and delivery was noted as outstanding. The **VisionCAD** solution provided the following:

- It offered the best and most extensive range of features to operational users at all levels
- Technically the system architecture was the best in terms of modernity, design, redundancy and availability
- The area of GIS support could easily be established, maintained and modified internally by Authority members with small management and small financial overheads
- Financially, Capita's solution was delivered on time and within budget

"Capita **VisionCAD** is probably the first of what could be regarded within the public safety industry as a "fourth" generation CAD system. Capita has totally re-engineered their earlier CAD products and have developed a world's best practice "multi-service" system – it has enabled the authority to achieve improved performance in delivering emergency related services to the community."

Rod Shaw, Director, Emergency Management Capability, ACT Emergency Services Authority

