

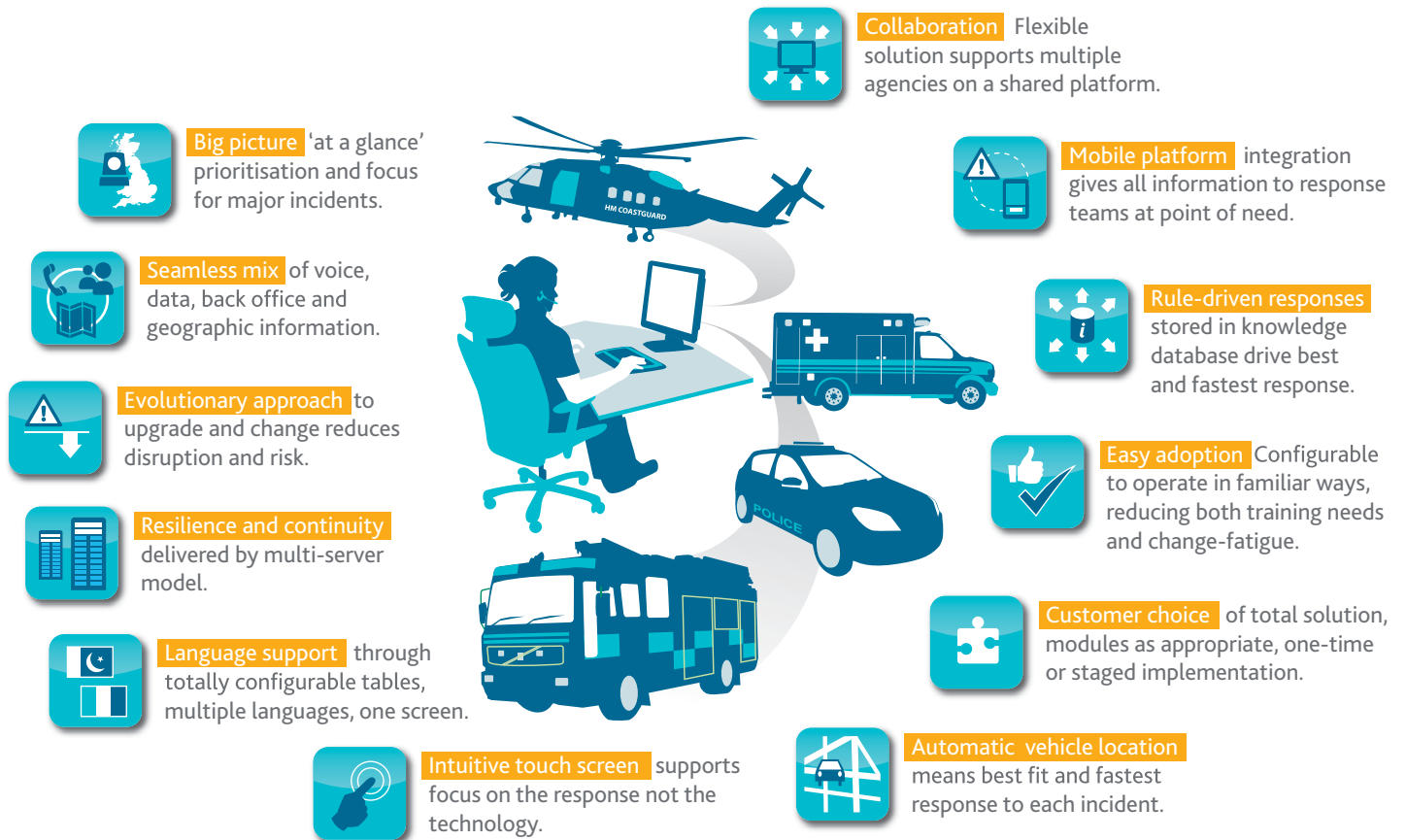
# CAPITA

Capita Vision<sup>DS</sup>

Supporting multi-agency  
emergency response



Capita VisionDS provides the complete Control Room solution combining state of the art Command, Control and Communications with integrated mapping to enable operators to work more efficiently through an intuitive user interface in a single solution.



## Intuitive user interface

Easy to learn, resulting in minimised user training requirements.

## Efficient call handling

Through the integration of communications the call handler is presented with automatic pre populated fields and a call history minimising the time taken to gather and validate information.

## Improved customer contact

The VisionDS system is designed to ensure that all call handlers can respond to every caller in the most appropriate and efficient manner. User configurable call collection presentation and the option to introduce secondary questions allow the operator to ascertain full incident details and manage the most appropriate response.

## Evidence

Enhanced reporting packages to show control room activity, operational performance, system loading and optimisation.

## Advanced dispatch

Attribute based mobilisation within VisionDS enables advanced mobilisation rules to be defined and the system to ensure that the most applicable resources are recommended for the type of incident. VisionDS holds details of crew and officers, skills and duties combined with up to the second information about the location and status of the resources VisionDS ensures the most efficient and cost effective resource recommendations are made allowing the dispatchers to work smarter ensuring better response times.

## Supporting the organisation

Role based functionality (i.e. call taker, dispatcher, supervisor) can be implemented to suite the operation of the service and with the VisionDS Web and mobile client applications the system can be distributed throughout the service improving operational efficiency.

## Multiple client options

Different application clients are available to meet the needs of the service, including Web, Mobile and smart phones.

## Flexible client configuration

The **VisionDS** Workstation Client presents information to each operator through a highly configurable multi window format. Typically screen layouts will use a combination of textual, graphical and map presentations optimised to meet the working practices of each operator. A default screen arrangement will be saved against each operator profile and will be activated when the operator logs in. Operational information displayed in any of the windows will be updated in real time and the screen layouts can be easily and quickly adjusted to suit a change of individual role or underlying operational conditions.

## Localisation

Supporting multiple and dual languages and localisation for international deployment to enable customer centric terminology.

## Flexible deployment options

Suitable for both centralised and distributed deployment models with support for multiple clients meeting client's organisation wide needs.

## Resource tracking and utilisation

Through the **VisionDS** resource monitor the utilisation of resources can be checked over an extended time period providing supervisors and senior personnel a holistic view of organisational capability. This is enhanced through integration to Automatic Vehicle and Officer tracking leading to greater utilisation of vehicles and asset management.

## Data communications

**VisionDS** supports an increasing use of data communications and includes an integrated contact directory making access to people simpler. The various methods of contact can be seen and selected to call the contact by phone, radio, send SMS, MMS, or e-mails. Integration with the MS Lync server enables presence and two way messaging all from within the single client.

## Integration and interfacing

**VisionDS** as a state of the art solution provides extensive integration capability with many standard and proven interfaces already available. These include connections to mobile data solutions, Fire Station End equipment, duty management systems and other back office applications. The **VisionDS** solution has its own external gateways enabling customers to interface directly using the **VisionDS** API. Gateways exist for both real time and asynchronous communication using XML and web services.

## Extensive configuration

A high level of configuration options, supporting key optimisation of operational use and best working practise. Improves operator performance and skills through a single client including integrated communications to provide a cleaner and more efficient desktop.

## Scalability

The same platform is adapted to support variation in size of the agency all underpinned by common set of functionality and proven support for large volumes of users, calls and resources.

## Enhanced system administration

The **VisionDS** administration tools enable the service to amend the business rules and supporting information ensuring the latest mobilising and deployment policies are being used. Combined with the improved analysis and reporting tools the system administration process will enable the service to ensure that the system accurately reflects its operational imperatives.

## Key Benefits

### Integrated communications

Through a single client interface full telephony, radio and data communications can be handled efficiently.

### Improved response times

The use of AVLS, dynamic mobilising and the monitoring of activation times assists in improving response.

### Greater utilisation of vehicles and asset management

Driving savings through more efficient use of resources.

### Reduced voice traffic

Through data integration reducing work load on the control room and reducing costs.

### Portability

Uses industry Standard hardware and operating software which can be simply implemented anywhere on the network supporting both central and distributed control rooms through flexible deployment.

### Integrated mapping

Fully integrated mapping provides extensive geo-centric capabilities without the need for a separate GIS.

### Scope for collaboration

Flexible solution supports multiple agencies and a shared platform.



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