



AMR serves more communities and customers than any other private ambulance service provider in the nation. With more than 18,000 paramedics, emergency medical technicians (EMTs), nurses, doctors, and support staff, AMR brings the strength of a national company to personalized care. AMR's national headquarters, located near Denver, Colorado, supports more than 250 community-based AMR operations nationwide. AMR is ready to care for people and communities in need. From emergency 911 calls to non-emergency transports to specialized medical teams that serve remote wilderness areas, AMR has the strength to provide patients and customers the right service at the right time.

## SOLUTION TO RUN MULTIPLE COUNTY 911 SYSTEMS AND AMBULANCE DISPATCH CENTER

### The Challenge

AMR's Modesto, California location was looking to retire their aging PBX and install new switching equipment from Avaya. They also were considering the merge of two current dispatch centers into one large facility to service both San Joaquin and Stanislaus counties. In addition, AMR successfully responded to a public bid by San Joaquin and Stanislaus counties to outsource their current 911 PSAP.

The new concept would be to consolidate multiple AMR dispatch centers into one new 90,000 square foot facility, and also operate a new state of the art call center providing both PSAP (public safety answering point) and ambulance dispatch to San Joaquin and Stanislaus counties. Together, these counties are home to nearly 1.2 million residents.

### The Solution

Amcom Software<sup>1</sup> was brought in by their business partner, Cross Telecom, to provide the XTEND pc/psap™ solution. XTEND pc/psap replaces traditional call taking solutions with the flexibility of a software-based system combined with the reliability of a PBX. The solution enables PSAP call takers to answer and respond to emergency 911 calls faster and more efficiently by making all procedural possibilities available to the call taker via an intuitive graphical user interface. Police, fire, EMT and hazardous materials personnel can be instantly involved in the call with a single click of the mouse or touch of the screen.

### The Results

AMR consolidated two major dispatch centers into a state of the art emergency services call center servicing both ambulance dispatching and public safety answering point. The facility is expected to grow significantly as more dispatch centers are consolidated at this facility.

<sup>1</sup> Amcom Software acquired XTEND Communications Corp. in November 2007. All mentions of "pc/psap" has been changed to "XTEND pc/psap" (respectively) in both copy and quotes.