



Answering the Call:

# Transforming Ambulance Trust Communications with Cloud Voice & CCaaS



# Agenda

- Workshop introduction
- Current challenges and trust's concerns
- Use cases
  - IRP
  - A successful blue light migration
- Next steps



# Workshop introduction

## Drivers for change:

- Pressing need to migrate away from legacy on premise solutions
- Currently there is no clarity on the migration path/solution
- Significant pressure on costs and cost reduction



# Workshop introduction

## Objective:

- Open discussion around key challenges and concerns
- Provide an overview of the “Art of the Possible”
- Define how we can support ASTs in the future





# Migration challenges and concerns

- Can we achieve successful control room integrations with a cloud solution?
- Is a cloud platform resilient enough to deliver 9s?
- Lack of available insight and clarity on future solutions
- Significant pressure to reduce operational costs
- Is a cloud platform secure?



# IRP: example of a large scale cloud roll out

- **Successful large-scale deployment**
  - The IRP rollout achieved minimal outages and operational disruption through strong governance and technical expertise.
- **Collaborative project management**
  - Effective stakeholder engagement and transparent collaboration with trusts ensured smooth rollout and trust building.
- **Reliable national platform delivery**
  - Providers like Wavenet/CG demonstrated credibility as reliable partners delivering resilient and well-managed platforms.
- **Foundation for cloud migration**
  - The IRP model provides valuable lessons for cloud migration strategies including phased adoption and risk reduction.







Case Study

# Police Scotland



# Agenda

- On Premise → Cloud
- Project Delivery





# On Premise → Cloud

Why the move from On-Premise to a Cloud Based Solution?

Police Scotland vision – **24/7**,  
**any** device, **any**  
communication channel

QM, NLP, transcription, WFM,  
video, file share, GPS tracking

Cisco back office

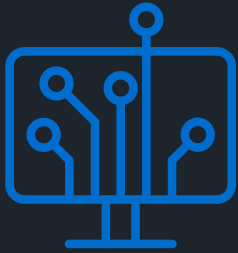
Tender process

Omnichannel, single stack



# Project Delivery

## Resilient Design



99.999%

## Integrations



EISEC  
Sopra Steria storm®

## Migration



Completed out of hours from  
**02:00 – 07:00**  
all services  
(9s, 101s, Alarm calling and Email migrated)



## Next steps: how can we help?

- Individual AST workshops
- Work with ASTs and AACE to build a proof of concept for cloud services in the control room
- Anything else?







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# Thank you for your time...

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