



Next Generation 999

The communications, collaboration & omnichannel contact centre capabilities that enable the UK's emergency services to:

- Improve speed of response.
- Dispatch the right skills first time.
- Collaborate intra-agency and save lives.





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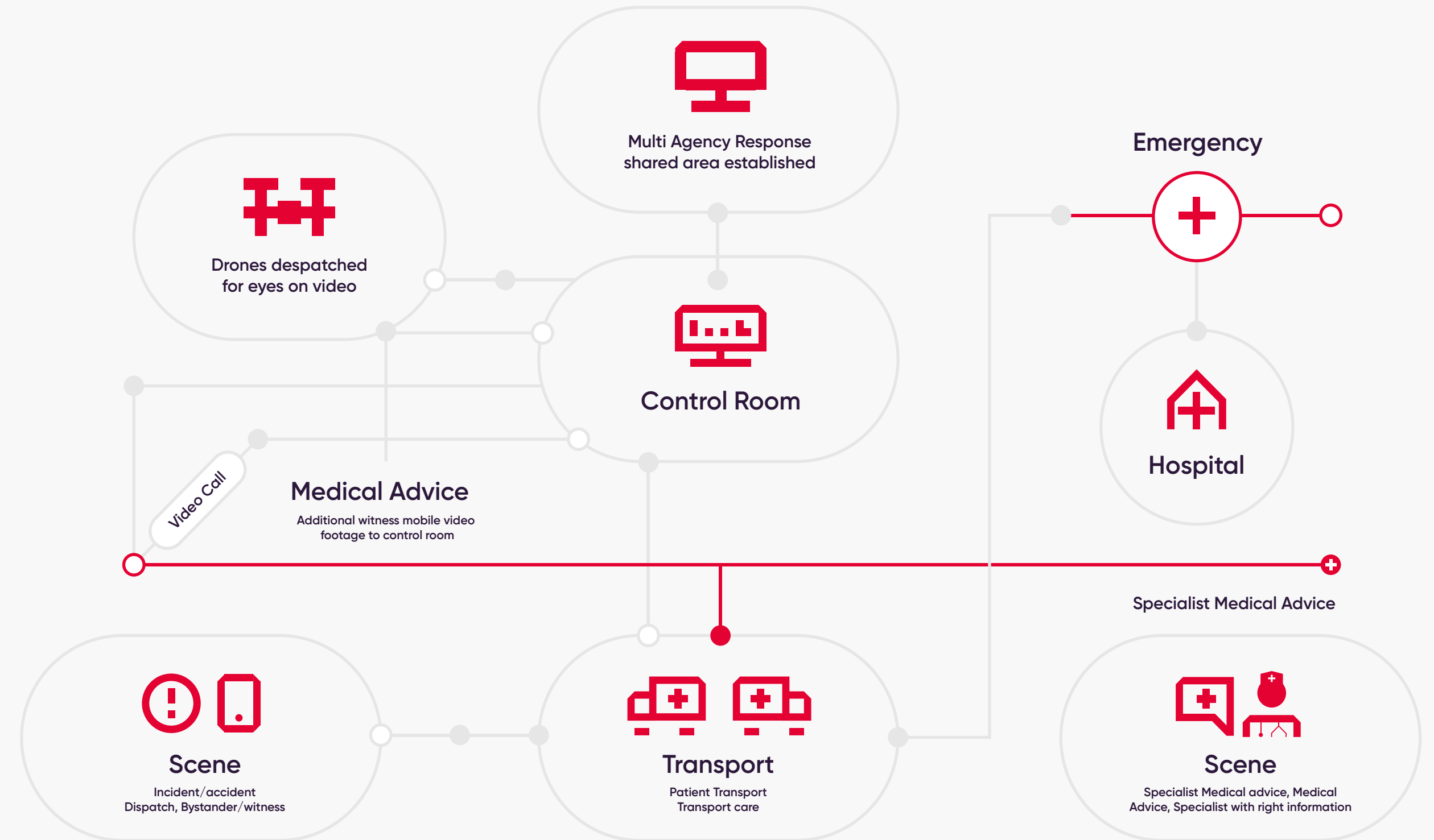


Introducing Next Gen 999

FourNet provide mission critical services to Public Safety customers including:

South East Coast Ambulance Service
Cheshire Fire and Rescue
South Coast Ambulance Service
Lancashire Constabulary
West Midlands Ambulance Service

We provide highly available contact centre solutions delivering 999 & 111 services to the public and back office solutions to support a flexible, agile workforce. Our expertise is in transitioning and integrating complex, legacy systems to deliver the latest communication, collaboration, and contact centre capabilities. Our managed support service and proactive monitoring averts problems before they happen, helping ensure five 9s reliability for our emergency services customers.





Customer Challenges

Emergency services face an increasing challenge: improve service and public confidence while working under a shrinking budget. Past cuts have shown that the emergency services have been forced to do more with less and, for the foreseeable future, the cuts will continue. Never before has value for money been so important.

People/ employee challenges

- Changing citizen and patient communications preferences
- Enabling agile, flexible, remote workers
- Handling peaks and troughs in resourcing to meet patient citizen demands
- Managing limited staff availability in right location
- Competing with private sector employers
- Call centre agent attrition and staff wellbeing
- Lack of internal IT and tech resource

Technology challenges

- Aging technology has suffered from lack of investment over many years
- How to manage migration to the cloud and capitalise on the benefits of cloud
- Lack of proactive monitoring – no ability to head off network problems until they happen
- How to capitalise on the opportunities offered by new technologies
e.g. video triage of patients
- How to capitalise on existing investment e.g. drones



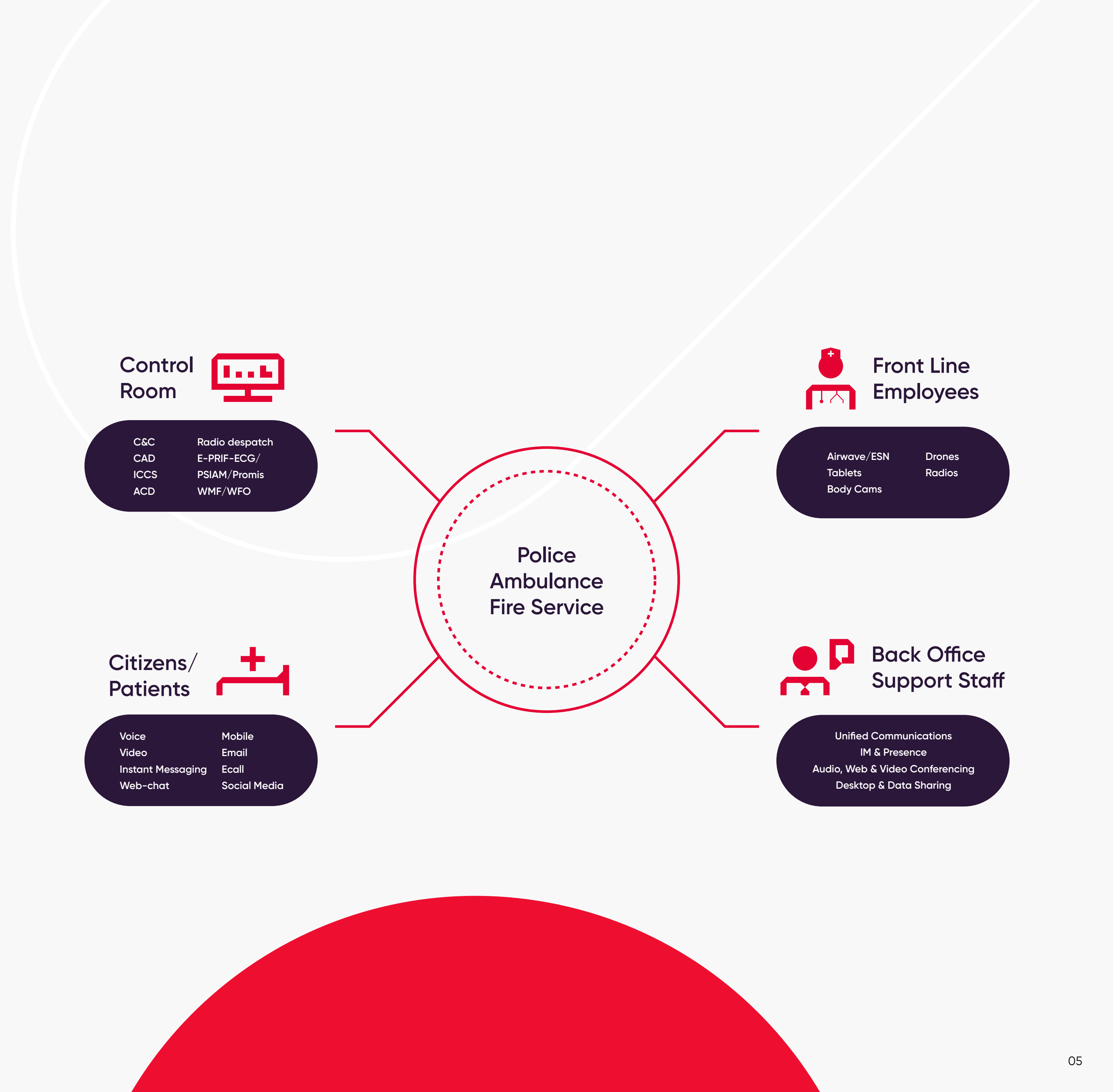
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Complex environments, legacy systems, changing citizen & patient channels of communication, working inter and intra agency

The emergency services are managing the most critical public safety communications and information technology estates and infrastructure. A failure in communication systems really is a matter of life and death.

Communication and ICT specialists are also having to handle extremely complex technology estates; integrating the control room with all the specialist blue light systems to the contact centre and back office. They also face the challenge of working inter agency with other emergency services and also how to capitalise on the opportunities to improve public safety provided by new technologies and new customer channels of communication.

Complex environments, legacy systems, changing citizen & patient channels of communication, working inter and intra agency combined with the challenges of managing contact centre agents dealing with distressing situations: public safety communications emergency services are facing challenges on every front.





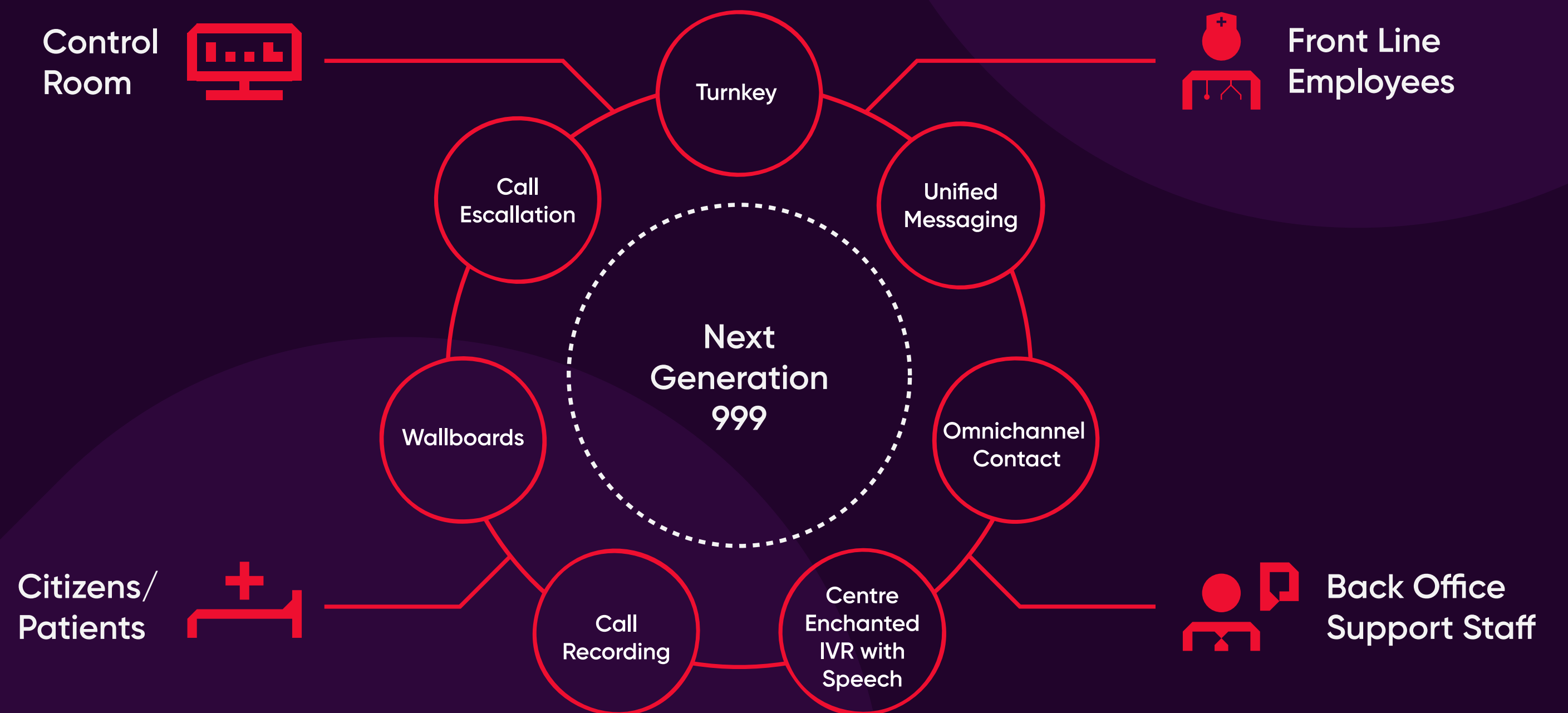
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How FourNet Help Simplify

FourNet's expertise is in transitioning and integrating complex, legacy systems to deliver the latest communication, collaboration, and contact centre capabilities.

We help our emergency services customers integrate and make disparate technology investments work together.

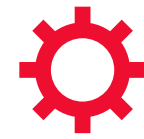
We provide the professional services, engineering and project management skills to help our blue light customers deliver the best care to their citizens or patients and achieve their digital transformation goals. Our managed support services provide 24/7 support for proactive prevention and rapid resolution of any issues.





Why Work With FourNet?

A trusted partner for the
Public Safety sector.



Managed Service

Stop problems before they
happen
Reduce risk
Predictable, Reduced Costs
Service Delivery
Management
24/7 Support



Accreditations & Frameworks

Proven Return on Investment
RM3808
G Cloud 11
ISO9001, ISO270001 &
Cyber Essentials +
#1 Avaya Diamond
Edge partner UK
#2 Avaya Diamond Edge
partner internationally



Five 9s Reliability

Avaya 99.999% voice
availability
Resilience & Redundancy
Business Continuity



Cloud Services

Transition at your pace
Public / Private / Hybrid
Dedicated / Multi-tenant
4 data centres
International leader for
Avaya in the cloud



Agile/Flexible

Big enough to cope /
small enough to care
200+ customers
3 locations
Founder owned &
operated;
PE backed



#NextGen999

Future proof your investment
World first NextGen999 GDE
Ready for cloud-at your
pace



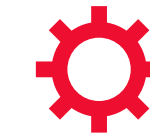
Emergency Services Solution Portfolio

FourNet offer a wide range of technology services and solutions to the emergency services



Omnichannel Contact Centre

99.999% available voice
Consolidated view of citizen interactions
Integrated video, email, SMS, webchat, IM & social media channels



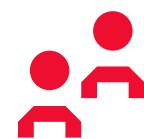
Intelligent Managed Services

24:7:365 , Proactive monitoring
Self-healing , Reduced time to fix / increased availability,
Single view of all systems



Collaboration

Intra agency
With citizens & patients
Device agnostic
Any place/ any time (planned or ad hoc)



Workforce Management

Performance Management
Call recording
Quality management
Speech Analytics



MI & Management Reporting

Meet national reporting standards
Predict peaks & troughs
Resource management
Enable commercial opportunities



Future proofing

Cloud ready
SIP trunks
Enables inter agency collaboration
#NextGen999

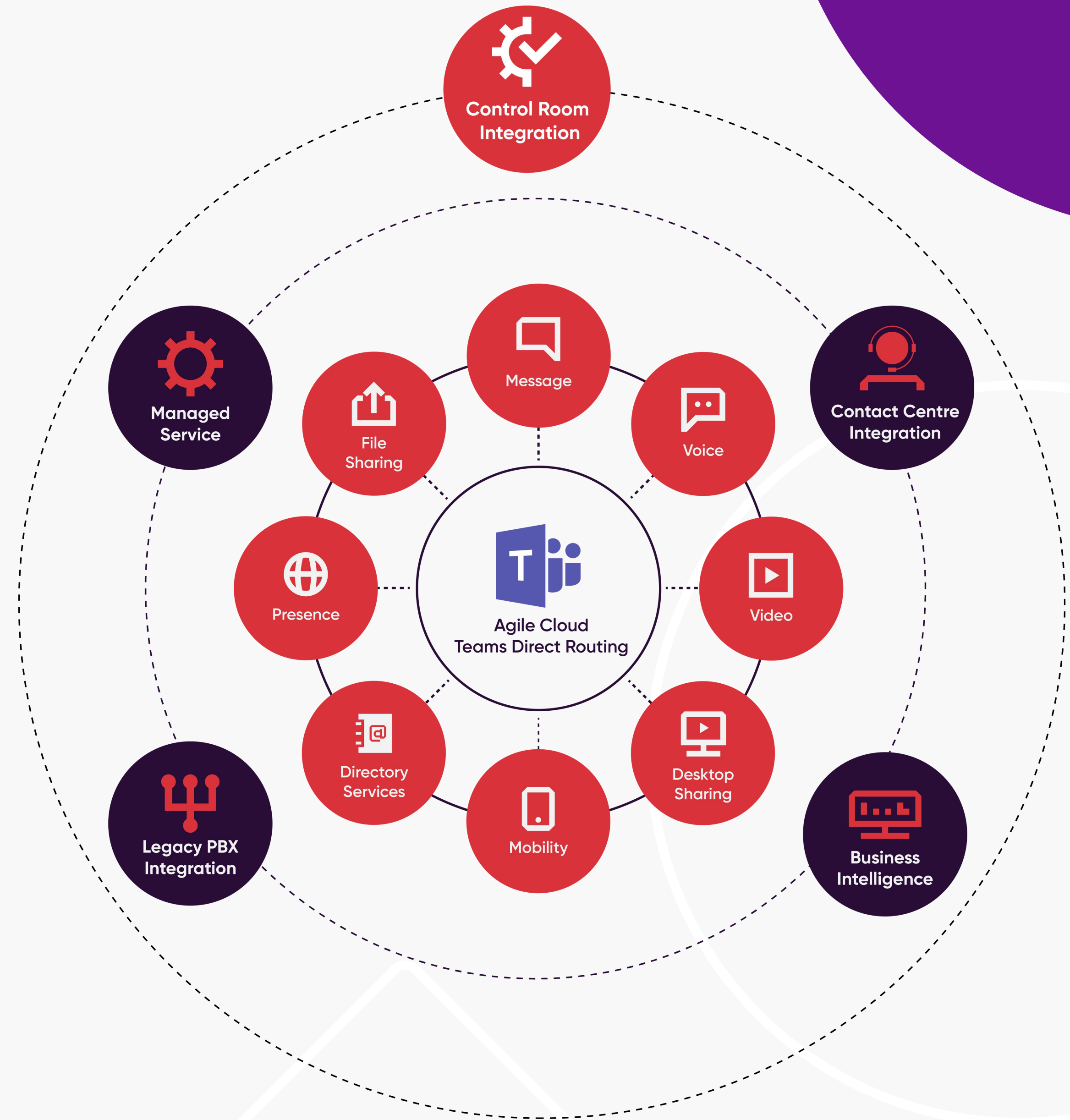


Teams Direct Routing

Many emergency services are already using Microsoft Teams for internal communication between back office support staff. However, whenever these employees need to call anyone outside of Teams, they have to use desk phones or mobiles.

FourNet Direct Routing enables employees to communicate seamlessly with contacts outside the Teams environment: front line workers, citizens, partners, suppliers and beyond.

Using the same Teams interface on either mobile or desktop, employees can make or receive calls with people outside of Teams. Employees keep their own direct dial number and inbound calls will ring on both the normal phone system and on Teams.





Intelligent Managed Services

24:7:365 support; proactive prevention; rapid resolution. Stop problems before they happen.

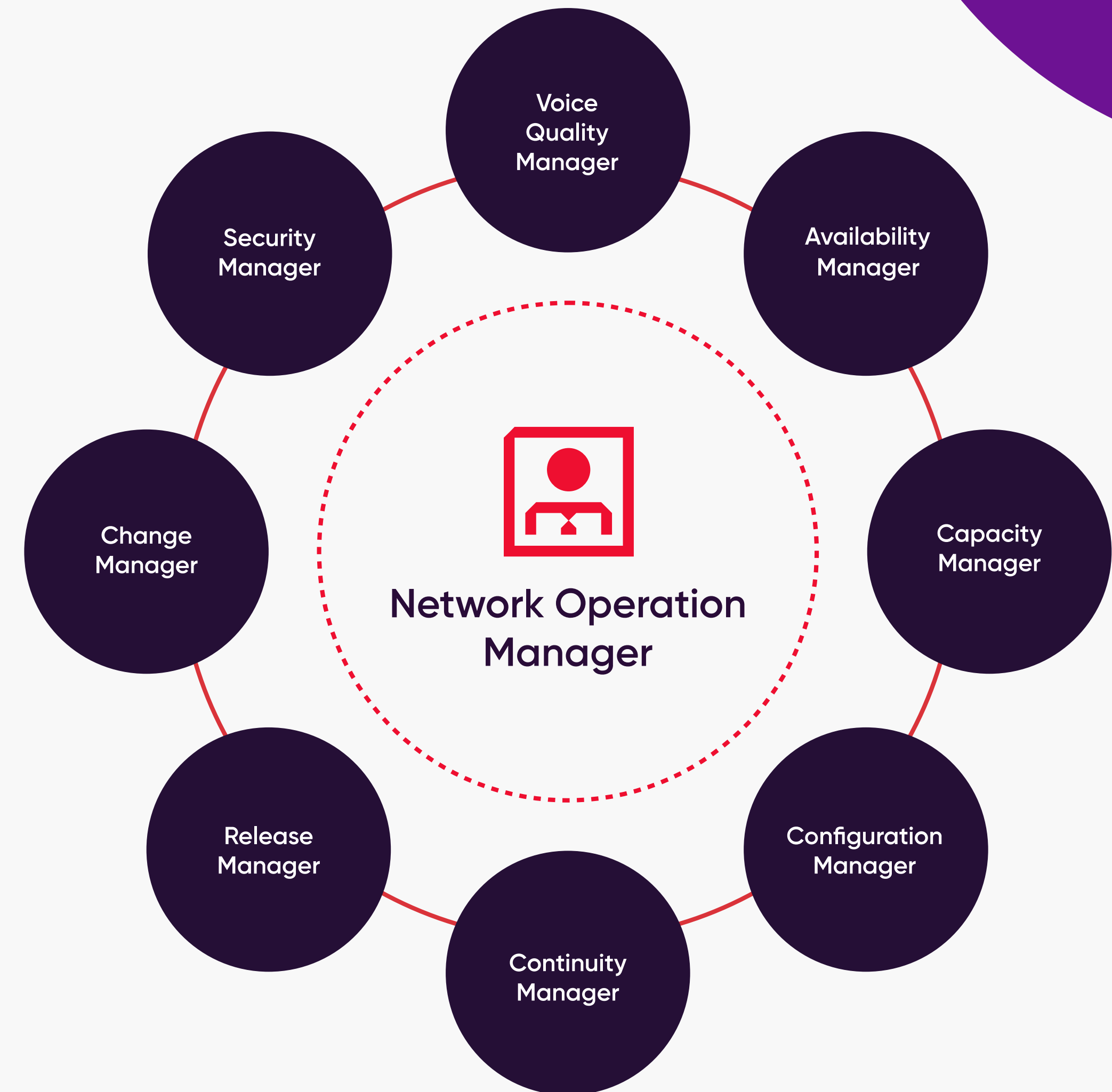
4net's Intelligent Managed Services are critical for our emergency services customers. Our round-the-clock proactive monitoring averts network and systems problems before they happen; our rapid resolution teams ensure any issues are resolved instantly.

No emergency service can risk a communications outage; we've got the solution that will self-heal to prevent outages or proactively inform you of a potential problem.

Benefits of IMS

Proactive monitoring, problem management, service desk, back up, disaster recovery and more. Keep software current to maximize performance. All delivered to standard SLAs and available 24:7.

Proactive monitoring means better performance and reduced downtime
Shared service desk results in reduced TCO (typically between 15-20%)
Utilisation reporting allows you to reduce unused capacity and deliver financial savings. Mitigate risk by identifying threats early to prevent business disruption.





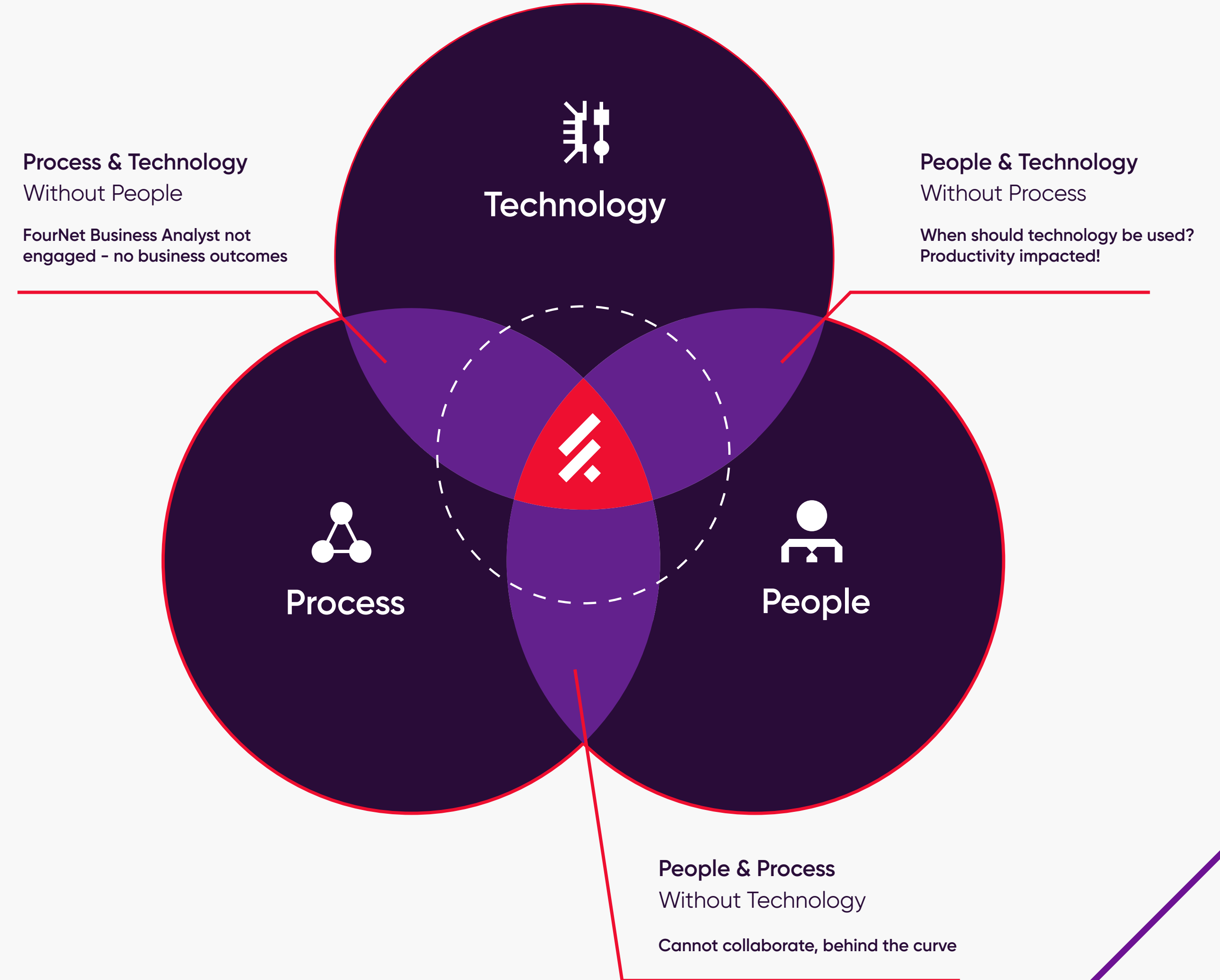
The **FourNet** Value Add

A FourNet deployment aligns people, process and technology behind a common vision.

Our Business Analysts work with your senior management, call centre operators and managers to understand your current ways of working, what you are aiming to achieve with the new solution and will share best practice from their experience of working with other blue light emergency service customers.

Our pre-sales solution technology experts will analyse and audit your existing network and systems before creating their proposed solution.

As the solution is being implemented we then create a model office as a training environment to ensure that employees, supervisors and management are all fully trained on the new solution before go-live.





About FourNet

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Network Accreditations



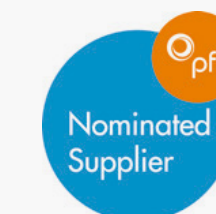
Our Accreditations



Our Awards



Easy To Procure





Thank you

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