



PRODUCTS | eCALLER Ambulances

Integral solution for services of emergencies and transportation of critical patients

The logistics of the emergency services and transfer of people requires maximum efficiency in performance, as well as the optimization of the use of mobile resources and response times.

Challenges that raise as indispensable the implantation of a technological infrastructure that allows to confront them with the sufficient guarantee of success.

www.ingenia.es/en/products/ecaller-ambulances/

eCALLER Ambulances is Ingenia's fleet control system for ambulances. An integral solution aimed at organizations and private companies that provide transport services for people in any of their modalities: individual or collective, critical (emergency, urgent, non-urgent), punctual or programmed, etc.



eCALLER Ambulances provides to the logistic coordination centers of a company or organization, a profiled technology to increase efficiency and achieve an excellent response in the processes related to the definition, planning, programming, follow-up and monitoring of the services of moving people.

It shows a significant level of adherence to model business topologies with one or more reception and distribution service centers, either to assign the load and resolution of transfer demands on the fleet of mobile resources of the same or different centers.

is a **MODULE-based system** in which each one performs a specific task of the entire process:



RECEPTION AND PLANNING

The system supports the **registration** of services of transfer demanded covering the data inherent to it (triage, situation) and the list of people to transfer.

Planning based on functionalities that allow establishing the characteristics of the routes to be carried out, frequency of execution, periods, equipment, type of vehicle, etc.; depending on the triage and topology of the selected route, as well as its graphic display on Google Maps.

The **derivation** of services between coordination is another of the most important features of this process.



PROGRAMMING

This module implies the materialization of the service planning in concrete actions. The designation of the exact date and time of execution of the transfer, assigned vehicle and driver are some of the parameters that can be selected during the service scheduling phase.



ON-BOARD MOBILE APP

The staff of the mobile resources uses this app, through which they receive the services assigned by the coordinating center.

The application allows the control of daily transfers assigned and the history of those already made. The data of the person, the service and the planned route are part of the visible information of each service.

The notification of the manual and automatic statuses, and the periodic sending of GPS coordinates from the mobile app, allow the coordinating center to carry out the task of service tracking.



MONITORING

It provides reliable and real-time information on the running movements, status and geolocation of the mobile resource fleet. It is the module in charge of optimizing the use of resources, reducing costs and improving the efficiency of citizen services.

It allows the exchange of messages between the coordination center and the mobile app, in addition to informing about any type of eventuality suffered by the vehicles, favoring the decision making in contingency situations.



MAINTENANCE

The parameterization of the different elements of the system is managed in the maintenance module by the roles enabled for this purpose.

The data sheets linked to each of the mobile resources can be updated with the tools provided by this module.