

wavenet erms

Emergency Response Management System

Technology Solutions for
Emergency Medical Care

Wavenet Emergency Response Management System (ERMS) is a dispatch management software designed to assist incidents pertaining to any emergency situations, with the most relevant mobile units to resolve an emergency.

WHAT IS WAVENET ERMS?

Wavenet Emergency Response Management System (ERMS) is a dispatch management software designed to assist incidents pertaining to any emergency situations, with the most relevant mobile units to resolve an emergency. The system uses advanced software modules combined with Google's geo-location tracking technology to detect mobile units as per the emergency priorities and deploy the most appropriate vehicles from close proximities to the emergency locations. The advanced automation function in Wavenet ERMS ensures appropriate emergency vehicle allocations in the shortest possible time to ensure patient lives are saved through the availability of speedy emergency care. Wavenet ERMS also carries core operational features to manage the Internal teams and operations more efficiently.

SOLUTIONS WAVENET ERMS PROVIDES

- ⊕ Easier management of Operational Staff
- ⊕ Reduction of overhead costs
- ⊕ Improvements in efficiency
- ⊕ Identification of patterns using advanced statistics related to emergency incidents and implementation of precautions
- ⊕ Mitigation of repetitive manual tasks to maintain records on paper and gather information
- ⊕ Spam incidents identification
- ⊕ Database centralization
- ⊕ Inventory Management

WHY WAVENET ERMS?



Cloud Based Solution

Delivers flexibility in deployment and connectivity from any part of the world into the system with the required security.



Customizable experience

Wavenet ERMS attends to dynamic customer requirements allowing flexibility for the customers to customize the requirement with minimal effort.



360 Patient care

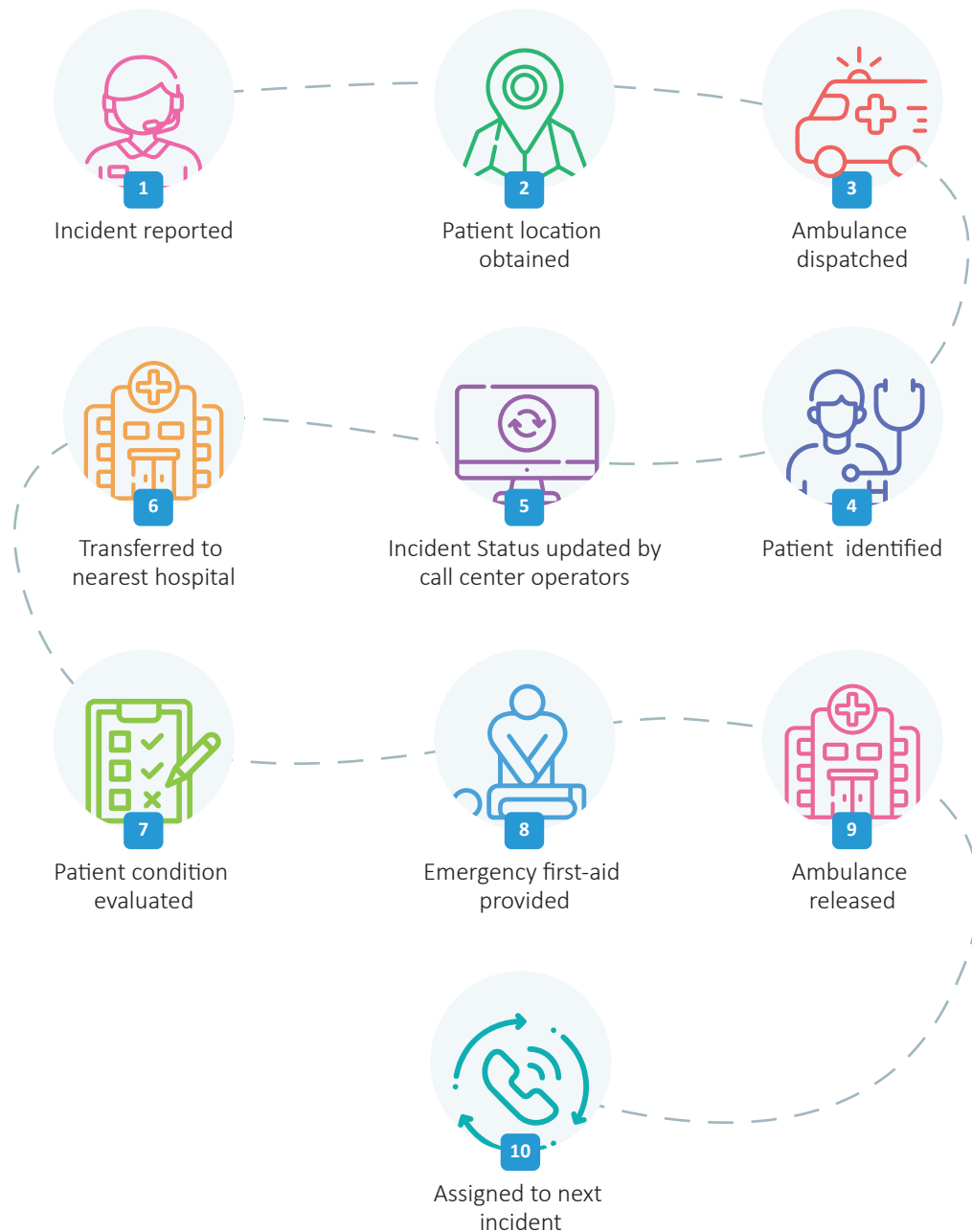
Patients are monitored through the system to follow up on the various emergency needs which enhances incidents addressed by the team. This allows the team to deliver better streamlined and satisfactory experiences and limits possible calamities.



Operation management tool

Wavenet ERMS consists of features to manage the staff better and provides easy accessibility to the features of the system to complete the daily operations of staff internally and externally extending its service to the complete business entity.

HOW DOES THIS WORKS?



FEATURES AND CAPABILITIES

Effective Tracking & Detection Software

Wavenet ERMS is an effective and reliable transport unit dispatching system that offers Emergency Response Units dispatching to the scene of an emergency or accident until the patient reaches the nearest Care Institute. The portable devices inside the units which contains advanced software, connects the unit to the nearest emergency service stations to ensure all transportation resources are tracked in real-time, and ready for dispatching in any emergency at the shortest time possible. Wavenet ERMS is an online solution, making it easily accessible from anywhere in the world.

FEATURES AND CAPABILITIES

Strategic Dispatching of Mobile Units

The core functionality of Wavenet ERMS is to help manage the ground fleet based on various emergencies. Governments and private entities such as Security Forces, Health Sector or Fire Units rely on the solution to provide economical care services which are more efficient. However, without efficient systems it would be challenging to dispatch the right type of vehicle, to the right location, at the right time. For scheduled visits, Emergency Response Units services will be assigned automatically via appropriate notification alerts to ensure a smooth process through the Wavenet ERMS system. For example, natural water disasters may require helicopters or rescue boats during disaster management, such needs will be handled seamlessly using the product.

Advanced Geo-location Dispatching Functionality

In most cases, emergency situations are a matter of life and death, and it is every patient's right to have access to quick emergency care. Wavenet ERMS's advanced dispatching system uses Google Maps to obtain the location of the caller accurately. It is a highly flexible and robust system that connects the transportation service quickly with the patient for faster deployment.

Decision-Making Dashboards

Dashboards deliver important data and statistics for strategic decision making to improve national wellbeing and emergency services in the country. The data available on the dashboard assists core operations with the required information to make faster decisions.

Customized Client Deployments

Wavenet ERMS has the capabilities to customize the system based on a business specific look or feel to ensure that a variety of customer requirements are met to the highest standards without limiting it to one single product. Wavenet's in-house technicians and software developers ensure that the customers can integrate Wavenet ERMS with third-party systems such bed management solutions solutions and government entities without having to invest in costly new systems or isolated systems which require additional manual work. These seamless integrations and deployments improve the system flexibility by adapting them into many different client requirements.

Asset Tracking Module

The Asset Tracking Module focuses on in house and mobile supplies by providing support to handle and manage the assets and non-asset inventory. The system will be able to capture service-related distribution data and costs with added functionalities. The system can also support tracking events such as fleet vehicles maintenance.

Agent Solution

Wavenet ERMS provides an interface for the customer care agents to deliver the required functionalities without a hassle. The agents can lodge an incident while assigning the closest unit to the incident. The solution delivers efficiency which includes other functionalities such as Incident follow up screen, fleet Management and patient follow up. Agent solution also focuses on easing the workload of the agents by providing features such as Blacklist, Nuisance call detection and call summary to support the day-to-day task while eliminating all unwanted distractions.

FEATURES AND CAPABILITIES

Manage your Operational Staff

Wavenet ERMS can serve various levels of users starting from system users, fleet, staff (Internal & External). It extends the capability to manage the field staff who are required to make field visits and inspections for those tasks which need human validation and feedback. Responses are retrieved and stored to better optimize the flow of meaningful data.

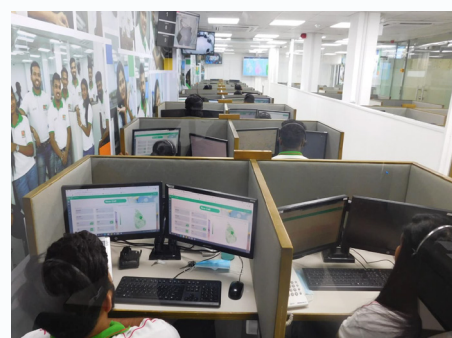
IoT Integration

Integration between IoT devices and Wavenet ERMS solution enables the capability to capture more meaningful & real-time data directly through the devices. Sensor Units can help notify an incident based on user behavior patterns. Integrations to devices such as Smartwatches allow the system to gather more aerial and geographical data to better assist a distress call.

CASE STUDY

1990 Suwa Seriya

The 1990 Suwa Seriya foundation was initiated by the government of Sri Lanka and with the donation made from Indian government. The Organization provides free ambulance services to the mass community during emergencies. The Software, which was in place, didn't have the flexibility to support the local operations and lacked support to do the needful changes to meet the expectations.



CASE STUDY

What was the issue?

The client did not have the required support and flexibility to customize the solution to meet the local market content.

How did Wavenet ERMS solve it?

Wavenet team was able to understand the core functionalities and was able to deliver the most suitable product that is both easy to use and quick to respond. The system was built from scratch and was provided within a short period of time due to the crucial role the solution plays which is to save lives. It has since been improved to meet various business operations and logics such as extending the functionality to the ground staff with interfaces which are specific to them.



1.5Mn+

Multi-vendor, multi-product integration



360K+

Island Wide Requests



11m 40s

Average Response Time



14m 26s

Average Covid-19 Evaluation



1,500+

Average Daily Calls

For more details

Visiting for more details at www.globalwavenet.com/healthcare-tech/

Contact us form www.globalwavenet.com/contact-us/



Wavenet ERMS is a product of Global Wavenet - a leader in developing powerful software systems and infrastructure solutions across industries such as Information & Technology, Telecommunication and Healthcare. Having deployments and customers from South America, Africa and the Asia Pacific Wavenet strives for innovation which is represented from the technology stack it offers. Wavenet has long-standing expertise working with multinational companies around the world, and our award-winning technology solutions portfolio assists Wavenet clients to stay ahead in the market and gain a competitive edge, while optimizing revenue and ROI.