

Reducing avoidable contact

SAS has launched SAS for Customer Experience Analytics for the public sector, which helps local government to easily and cost-effectively achieve NI14 goals for reducing avoidable contact by capturing and analysing all interactions on a web page to assess where there are real instances of avoidable contact and proactive action. www.sas.com/solutions/crm/customer-experience

Get together virtually

Adobe Systems has made major updates to its Acrobat Connect Pro Web conferencing solution. Organisations can improve customer and internal interactions through more collaborative meetings, training sessions, and web seminars that increase real-time participation and bring people together when and where needed. www.adobe.com/acrobatconnectpro/

Upgrade to infrastructure

Pitney Bowes Business Insight has announced Confirm v9.0, an upgrade to the its infrastructure asset management and maintenance system for local, regional and central government organisations in response to direct consultation with customers, changes in government directives and industry codes of practice. www.pbinsight.com

Mobility as a service

Jade Communications has launched Mobility as a Service, a package enabling public sector organisations to outsource their mobile data communications, instead of deploying and managing their own mobile computer estate. www.mobilityasaservice.co.uk

Wireless bodyworn camera

802 Global has launched the Samix 802 Camera System, an innovative new wireless bodyworn camera and receiver designed to be used by first responder personnel. Capable of delivering real-time video across an incident-ground to the incident command unit, even in non line-of-sight environments, the system comprises a COFDM Video Transmitter and COFDM Video Receiver unit. www.802global.com

EMERGENCY SERVICES

Devon and Cornwall Police are the first to pilot Airwave's new Academy training service in Plymouth.

Hazardous Area Response Teams across England are being equipped with Motorola MTP850Ex digital TETRA radios which are safe to use in environments such as petrochemical works, industrial areas or accident scenes where they may be explosive gases. Paramedics will now be able to work within the inner cordon of major hazardous incidents.

Humberside Police has partnered with HHR payroll specialist, MidlandHR, in a five year contract for its Payroll Bureau Service, underpinned by the web enabled iTrent solution.

Northamptonshire Police is using a Vodafone mobile data solution that means up to 900 officers can now spend less time at the station and more time in the community. Frontline officers have BlackBerry smartphones, giving them on-the-spot access to internal computer systems and records. Initial trials show that officers increased time on the beat by as much as 10% with the smartphones being used more than 20 times a day.

West Midlands Ambulance Service Trust has added a new rapid response incident command vehicle to its fleet, equipped with the latest voice, data and video communications systems by Excelerate Technology to provide Mobile Emergency Operations Centre facilities.

EDUCATION

Bolton Council is the first UK LEA to deploy Bloxx Media Filter, to help schools take advantage of YouTube media content in a secure online environment, and improve local collaborative learning and resource sharing.

Greenwich and Rochdale have signed BSF ICT contracts with Ramesys valued at £9m. Ramesys has now secured over £120m in BSC ICT contracts, with predicted follow on waves expected to bring a further £230m.

Kings College London has unveiled a new IT infrastructure based on Getronics' Your Workspace, Anywhere initiative. The new Global Desktop uses desktop virtualisation technology to simplify and optimise the way IT services and applications are delivered.

Manchester's 167 schools are using Groupcall's parental communication system, Groupcall Messenger, to contact parents via text, multi-lingual voice calls and email, to mobile phones, landlines or computers, in a move to track and improve attendance and enhance communication between school and parent.

HOUSING

Bromford Group housing has contracted ICT integrator Fordway Solutions to install a new ICT network which includes a new MPLS based wide area network connecting all the group's main sites, a fully resilient and replicated SAN infrastructure with virtualised servers, and new services including voice over IP (VOIP) and videoconferencing.

Newport City Homes has chosen 1st Touch Mobile technology to manage, control and support the work of its field-based responsive repairs and gas operatives.

Oaklee Housing Association has chosen DeviceLock to protect its sensitive data. The software will establish comprehensive control over employee access to workstations' local ports and peripheral devices including printers and personal mobile devices to reduce the risk of data leakage.

2010 Rotherham council housing organisation has chosen a 1st Touch mobile solution to drive all aspects of repairs and maintenance. Integrated into 2010 Rotherham's Xmbrace Opti-time software, ROCC Uniclass enterprise database and Keyfax diagnostics repairs, it provides a seamless solution across systems.

Thames Valley Housing Association has awarded a contract to Sovereign Business Integration to support the implementation of a new housing management system from Civica, providing a regular project assurance service.

Thames Valley Housing Association has chosen 1st Touch mobile technology for inspection operatives visiting its housing sites. The mobile solution, which replaces a paper based system, combines back office management with the latest PDA technology.



D-Link has unveiled its new DES-7200 multi-layer modular switch system, following a successful maiden deployment at the Charles Darwin School in Kent. The next generation chassis-based switch is ideally suited to the needs of larger campus locations, providing core to edge of network coverage and zero network downtime for critical applications.