



Bedfordshire and Hertfordshire Ambulance and Paramedic Service go live with CX2000 (SICCS)

The Bedfordshire and Hertfordshire Ambulance and Paramedic Service became a Trust in 1993 after the 2 ambulance services of Bedfordshire and Hertfordshire merged in 1992. The Trust covers an area of 1,106 square miles, serving a population of 1.6 million people and was awarded 3 star status in 2002.



The Accident and Emergency service employs 418 operational staff using 72 ambulances and 8 paramedic/fast response vehicles, based at 23 locations throughout the 2 counties.

The Trust responds to over 100,000 emergency calls and carries out more than 300,000 non-emergency journeys every year, travelling over 4 million miles.



The Dispatch Centre is based at the HQ in Bedford and handles all emergency and urgent calls for the service. This relied on an ageing radio control system which needed replacing. The project for the replacement control system was awarded to Cyfas through ntl who are the prime contractor for the voice and data radio system for the Trust.

ntl and Cyfas were chosen because of the reputation of delivering reliable systems to the emergency services.

Cyfas Systems provided a value for money solution for 7 dispatch positions, with excellent radio functionality including selective calling interface for updating resource status to and from the Management Information System (MIS).

Ray Trotter – Communications and IT Manager commented “We required a system that could interface with all our communications being transmitted and received via our mobile data system. Cyfas fitted our requirements and we are very happy with the performance of the SICCS.

Cyfas are providing a full ongoing maintenance support package covering hardware and software.