Yorkshire Ambulance Service (YAS), one of England’s largest ambulance services, has implemented the CyberTech Recording Solution from CyberTech UK Ltd. in its control rooms and contact centres. The new CyberTech digital Recording Solution has been chosen as the most resilient and flexible platform for supporting YAS’ state-of-the-art virtual call centre and ultimately improving patients’ access to the NHS.

Through its communication centres in Wakefield and York, YAS has been providing an accident and emergency response (999 calls) as well as non-emergency patient transport service for the people of Yorkshire who require medical care. YAS also provides a call centre to support the GP out-of-hours services within North and East Yorkshire.

In order to support their commitment to deliver the best and most responsive care service to the community, YAS has created a virtual call centre with an automatic call management system that links five separate call centres, so that they can transparently operate and be managed as just one single point of contact for all patients. As part of this new infrastructure, YAS has chosen the CyberTech Recording Solution for recording and storing radio, VoIP and telephone conversations locally at each of their five sites, with central archiving for total resilience and remote administration, as well as call search and replay facilities for flexible management.

“We chose the CyberTech Recording Solution because it provides us with optimum risk management and operational flexibility to match our requirements. Its intuitive user interface makes it very easy to use and allows us to achieve total resilience and reliability by storing calls locally at each site as well as remotely, archiving them to our existing storage servers” – commented David Johnson, Assistant Director of Information Management & Technology at YAS.
He added: “We are very innovative in the use of new technology to support our services to the community and we are also very thorough with its adoption. We invested in the CyberTech platform since we feel it can grow and develop according to our current and future service demands”.

Nowadays the YAS virtual call centre handles on average 2 million calls per year, of which over 600,000 are emergency calls, with nearly 160 operators across the five centres. All calls are recorded for evidential and verification purposes. Additionally, YAS is required to randomly audit 3% of all emergency calls for quality assessment and identification of operator training needs.

The solution that CyberTech UK has implemented for YAS comprises networked CyberTech recorders at each site, providing up to 56,000 hours of local on-line storage. Recorded calls can be scheduled for central archiving to YAS’ existing Network Attached Storage (NAS) devices located in York and Wakefield. The CyberTech Recording Solution records all communication traffic from telephone and radio sources (digital and VHF) and over the existing VoIP network. CyberTech recorders are Airwave-enabled and will facilitate YAS’ adoption of the Airwave digital radio network system planned for 2008. YAS personnel will be able to remotely administer the recorders at each site, benefiting from time and operational efficiencies.

Due to CyberTech recorder’s browser-based interface for call search and replay and its unlimited number of user licences for accessing the recordings, the management of YAS can gain access to calls via the NHS intranet from any location and at any point in time.

CyberTech UK Ltd. specialises in the provision of quality management and performance improvement solutions to the contact centres, financial institutions, public safety operations and government organisations. CyberTech UK’s consultative approach aims at providing customers with the best communication infrastructure solution to meet their needs and deliver tangible return on investment (ROI). CyberTech UK’s product portfolio includes recording of voice and data interactions, quality monitoring, live agent coaching and support, e-learning, automated customer surveys and complete telephone infrastructures for both traditional and IP environments.

CyberTech International (www.cybertech-int.com) is a high-tech international company with more than 20 years of experience in the development and worldwide sales of software for digital storage and analysis of telephony and radio communication. CyberTech Myracle and CyberTech Pro are reliable and future-proofed recording solutions for the capture, storage, retrieval and playback of voice, radio and data communication.

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David Johnson
Assistant Director of Information Management & Technology, YAS