

Multi Agency Incident Transfer (MAIT) Service Definition



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The AVR Multi Agency Incident Transfer (MAIT) system enables emergency services to share critical information with the control rooms of other emergency services through digital channels rather than telephone contact.

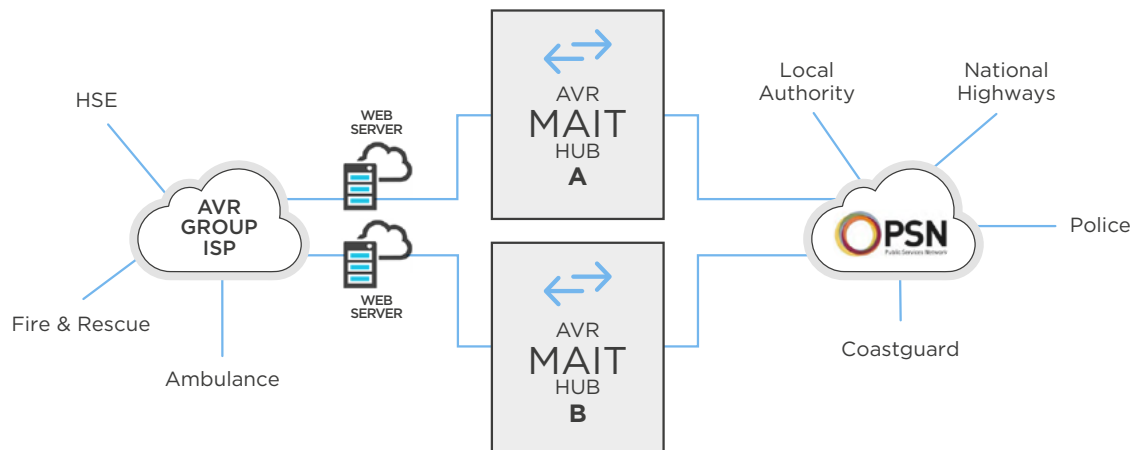
Coordinated emergency service responses improve the service to the public whilst reducing costs through increased efficiency.

The system enables the transfer of incident data between disparate command and control systems and web clients used by Category 1 emergency responders with the option of transferring relevant information to Category 2 responders including voluntary groups.

The AVR Hub supports integrated Command and Control systems with a web based option available for organisations that prefer a non-integrated solution.



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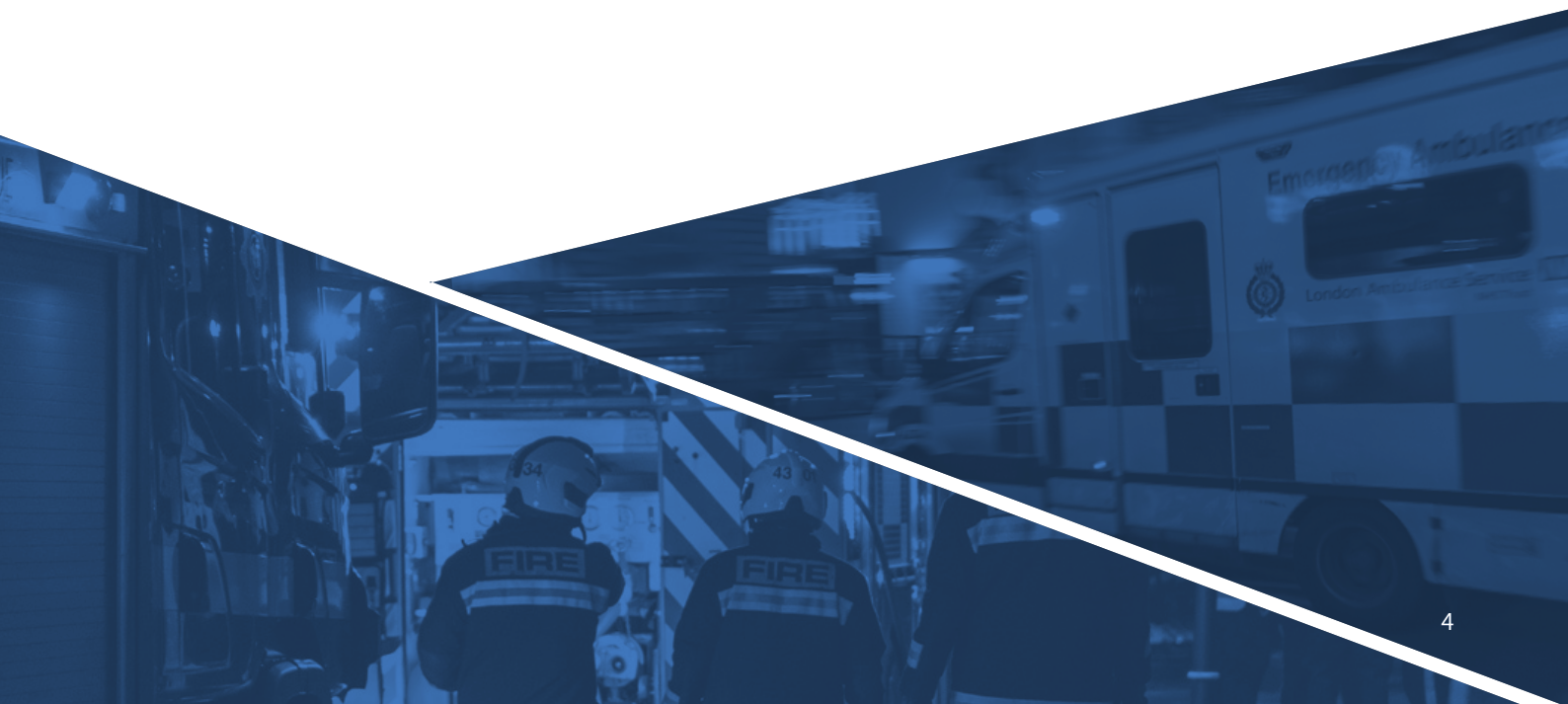


System Architecture

- High availability service with no single points of failure
- Public Service Network (PSN) connected
- Supports standalone web enabled devices and integrated command & control systems
- Secure web access option where PSN connection is not available
- Two independent hubs in geographically separated centres
- Designed to accept messages from other MAIT compliant routers and hubs
- Compliant with the MAIT Standard version 1.0.0

Benefits of implementing the AVR MAIT Hub

- Improves how emergency services connect by using a centralised hub instead of many point-to-point connections
- Reduce the time taken to log and respond to emergency calls (Case study by Chief Fire Officer Association reports a reduction from 4 minutes to 16 seconds)
- Rapid data exchange
- Exchange between multiple agencies
- Ongoing consistency of incident data – single entry/update all
- Accuracy and timeliness facilitates more informed decision making
- Improved incident data
- Enhanced shared situational awareness
- Secure and reliable
- Cost effective



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Performance

Peak message rate up to 50 messages/second

Scalable architecture capable of transferring millions of incidents per year between hundreds of organisations

99.99% availability except during agreed maintenance windows

In the dynamic landscape of emergency services, uninterrupted operations are crucial. ISO 22301 accreditation highlights our dedication to business continuity management, ensuring that our services remain resilient even in the face of unforeseen events. For our emergency services clients, this certification provides assurance that our systems are designed to withstand disruptions, contributing to the reliability and continuity of critical services during emergencies and challenging situations.

Support

General MAIT user support is available 8am to 6pm Monday to Friday.

Monitoring and operations centre staffed 24 x 7 x 365

Technical personnel have extensive experience of working with emergency services and the PSN environment

AVR maintains two secure data hosting and processing facilities in the UK supported by our technical team 24 x 7 x 365.

Ordering

Please mail details of your requirements to maith@avrgroup.uk

About us

AVR Group supplies quality, highly-reliable, performance system solutions for Government, the Police and the public sector and have considerable experience in designing and building secure systems for a variety of demanding environments.

At AVR Group, our mission is to empower and enhance the capabilities of the UK emergency services through innovative and tailored technology solutions. We are committed to being a driving force in transforming emergency response, ensuring the safety and well-being of our communities. With a legacy dating back to 1976, we strive to pioneer advancements that enable swifter, more efficient emergency service responses for the benefit of all.



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ISO 27001
Information Security
Management System
ISO 22301
Business Continuity
Management System
ISO 14001
Environmental
Management System
ISO 45001
Occupational Health & Safety
Management System



ARC/G/2275

ISO 9001
Quality Management System



EIMS 800260

BS 10008
Electronic Information
Management System

