Lithuanian Ambulance Service relies on NexeTalk Dispatching System

One of the world's biggest radio networks, RadioNET, is based on Kenwood Nexedge® multisite trunking infrastructure. RadioNET provides radio communication services to a number of customers across the whole country of Lithuania. Dekbera, the owner of the network, serves as a SMR operator. One of the most important clients using over 500 handhelds and mobile radios is the Ambulance Service. RadioNET comprises about 65 Nexedge sites, which allows Ambulance centers to operate in all major cities.

The Ambulance Service currently operates five dispatch centers in different parts of Lithuania. 15 operators receive calls and send ambulance cars, using the Nexedge® infrastructure, to those who need help. With the system that large, one of the main challenges was the choice of an appropriate dispatch system. The Ambulance Service commenced extensive tests of NexeTalk in early 2014. During the test period Phaeton worked with the customer to create a customized version of its software to meet the strict operational requirements. In May 2014, the Ambulance Service confirmed that NexeTalk fully complied with their specification and started the deployment process that is expected to be accomplished by mid-autumn 2014.

NexeTalk Suite takes full advantage of its IP nature and software based vocoders, ensuring scalability and reliability, along with being extremely cost-effective. The dispatch system expands easily, both in terms of radio subscribers and talk groups, and can support the growing radio network at no or low additional costs. NexeTalk does not require any hardware components except for computers hosting the server and dispatcher applications, thus reducing the time to deployment and limiting the expenses for extra equipment. Last but not least, the strict and stringent test period confirmed that the dispatch system conforms to "public safety" level of reliability in a 24/7 environment.

The operators use NexeTalk consoles to handle over 4,000 calls per day. This number is expected to increase by the time the dispatching system will have been deployed in all dispatch centers. Besides handling group and individual calls, NexeTalk is used to keep all voice records and generate call reports. The NexeTalk Server software is installed in a remote location, which offers security and redundancy in case of a fallback scenario. The five remote dispatcher centers, located at a distance of up to 300 km from Vilnius, are IP connected to the server via fiber optic and microwave links. Voice and event logs are stored on the server and can be retrieved at any time by nominated supervisors of the Ambulance Service or dedicated personnel.

With the work having taken several months to complete to the customers satisfaction, Phaeton is proud to say that we have produced a solution, which does its part to help saving lives.

"NexeTalk is a modern feature rich application that best matches the highest quality of the Nexedge equipment. Phaeton offers excellent support. They are always responsive and available for any assistance. We are looking forward to further cooperation with them", said Albertas Dekinas, owner of Dekbera.

System Details:

NexeTalk Suite (Voice Dispatch and Recording)
15 NexeTalk IP Dispatch Consoles
65 Nexedge® Sites (and counting)
500 Radio Users