



SOLUTION PAPER

Business Continuity for Emergency Services

Providing automated call forwarding and enhanced business continuity plans for critical emergency and community services.

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Executive Summary

The concept of business continuity embodies the ability of organisations to better prepare for, respond to and recover from outages - building resilience and minimising the risk and impact on the community.

As natural disasters and technology outages are unfortunately a way of life there has never been a more urgent time to get business continuity right.

To enable seamless assistance, Emergency Service organisations must embrace automated AI technology to dedicate their valuable time to sourcing the right resources, generating timely responses, and instantly supporting their community in times of need.

It's about facilitating the link between support and service staff with the effective use of AI technology, enhancing the end-to-end process delivery of communication and ensuring compliance to regulatory audits.



01

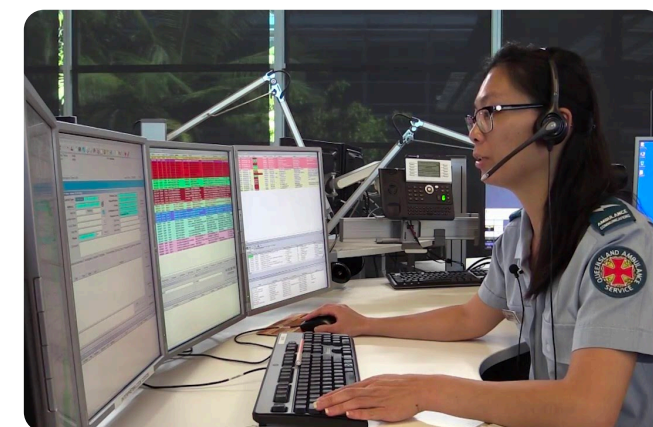
Action Plans for automated connectivity

Time is critical during disaster situations and technology outages. As a means to ensure timely responses, **build response plans which can be activated instantly, no matter the location.**

02

Technology alliance to transform tomorrow

A strong data foundation is critical to success — but not without AI automation. Fuelled by a cloud-based technology alliance, **nimbus Hub and Telstra ensure service-critical processes can be handled with ease.**



03

Queensland Emergency Services

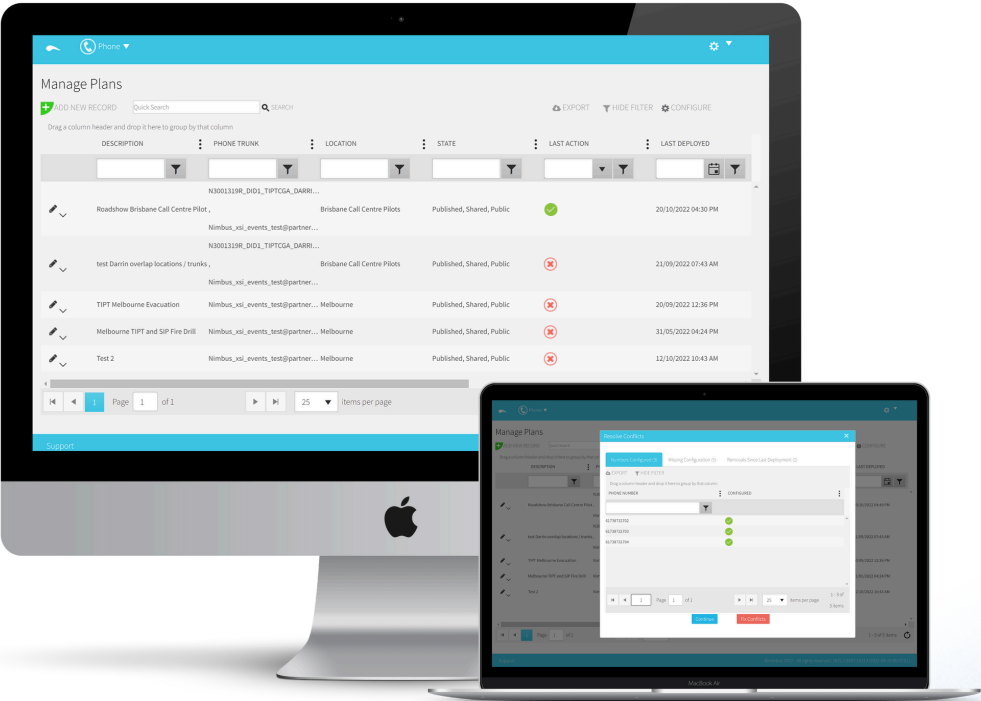
As a first adopter of the Telstra Business Resumption platform, powered by a nimbus, Queensland Emergency Services have been integral in working with nimbus & Telstra to ensure the service is fit for purpose should a technology outage occur. **Learn how QES delivers 24/7 service continuity.**

01

Action Plans

Instant Call-Forwarding

- ✓ Review, update, deploy and roll-back Call Forwarding and Business Continuity plans instantly.
- ✓ Get a total, pan-operational view of communications and service data in real-time.



02

Technology Alliance

Without the right technology, business continuity can go by the wayside

Leveraging the deep expertise of Telstra's network and aligning with technology leader, nimbus - there are now automated services to stay connected.

Managed Service Options

Migrating away from a previously manual process, customers can now instantly deploy business continuity services from their dedicated Telstra portal.

100% Cloud-based
AI-driven Outcomes
Instant Connection
24/7x365 Automated Service Delivery

03

Queensland Emergency Services



Service Delivery

Queensland Fire & Emergency Services: 7 Sites

Queensland Ambulance: 9 Sites



Speed of Deployment

**July
2022**

- Purchased nimbus Hub
- Completed testing of new BRS solution
- Customer build of Action Plans

**September
2022**

- Migration from ISDN to SIP
- Production environment is switched on
- automated BRS delivery is now live



Continuous Improvement

Sets the benchmark on business continuity standards; played an active roll in building a solution which meets the critical needs of emergency service organisations.

QES is responsible for the safety and well-being of millions of people across one of the world's largest and most disaster-vulnerable jurisdictions. As a result, Queensland Ambulance Service alone responds to over 1 million emergency (Triple Zero (000)) calls annually.

Taking a proactive and compliant approach to Business Resumption Services, there is now the capacity to seamlessly divert phone calls to either mobile or other fixed numbers during natural disasters and telecommunications outages.



Being able to provide staff, citizens and other stakeholders with continuity of communication during outages is a key responsibility for our nine sites throughout Queensland. **nimbus Hub has given us better visibility of our communications network and reassurance that we can easily divert calls to help keep citizens safe.**



CHRIS DAWKINS | PRINCIPAL OPERATIONS
SUPPORT
QUEENSLAND AMBULANCE SERVICE



The information provided in this solution paper is strictly to highlight the potential benefits clients can gain from using nimbus Hub. It may be advisable for you to consult with a professional such as a lawyer, accountant, architect, business advisor, or professional engineer to get specific advice that applies to your specific situation.

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