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FREQUENTIS
FOR A SAFER WORLD

Press Release

Wales, United Kingdom, 11 May 2023

Control room technology helps Welsh Ambulance Service better respond to 999 calls

The Welsh Ambulance Service has introduced new technology to improve the way it responds to 999 calls.

LifeX is a telephony and communications system that helps control room dispatchers to better communicate with frontline crews and process information in a more streamlined way.

The Trust is the largest ambulance service so far in the UK to go live with the new system, which is designed to manage resources more effectively.

Jon Edwards, the Trust's Assistant Director of Operations for Resourcing and EMS Co-ordination, said: "Following months of detailed planning, we are now live with our new communications system, LifeX.

"I am proud of the work that our staff and partners have put into this implementation, which is the latest stage in a broader programme of work to modernise our control rooms.

"It is through the hard work of everyone involved that we have implemented such a significant change without any impact on services across Wales.

"Staff are now equipped with the most modern communications system which is vital as we support our communities across Wales."

The new solution was delivered in collaboration with partners Frequentis and Ambulance Radio Programme over a three-day period.

Duncan Bray, Ambulance Radio Programme's Director, said: "We are really pleased to have supported Wales in delivering this technology and now look to rollout the solution across the other UK ambulance services.

"This is a prime example of collaborative working which will benefit everyone involved."

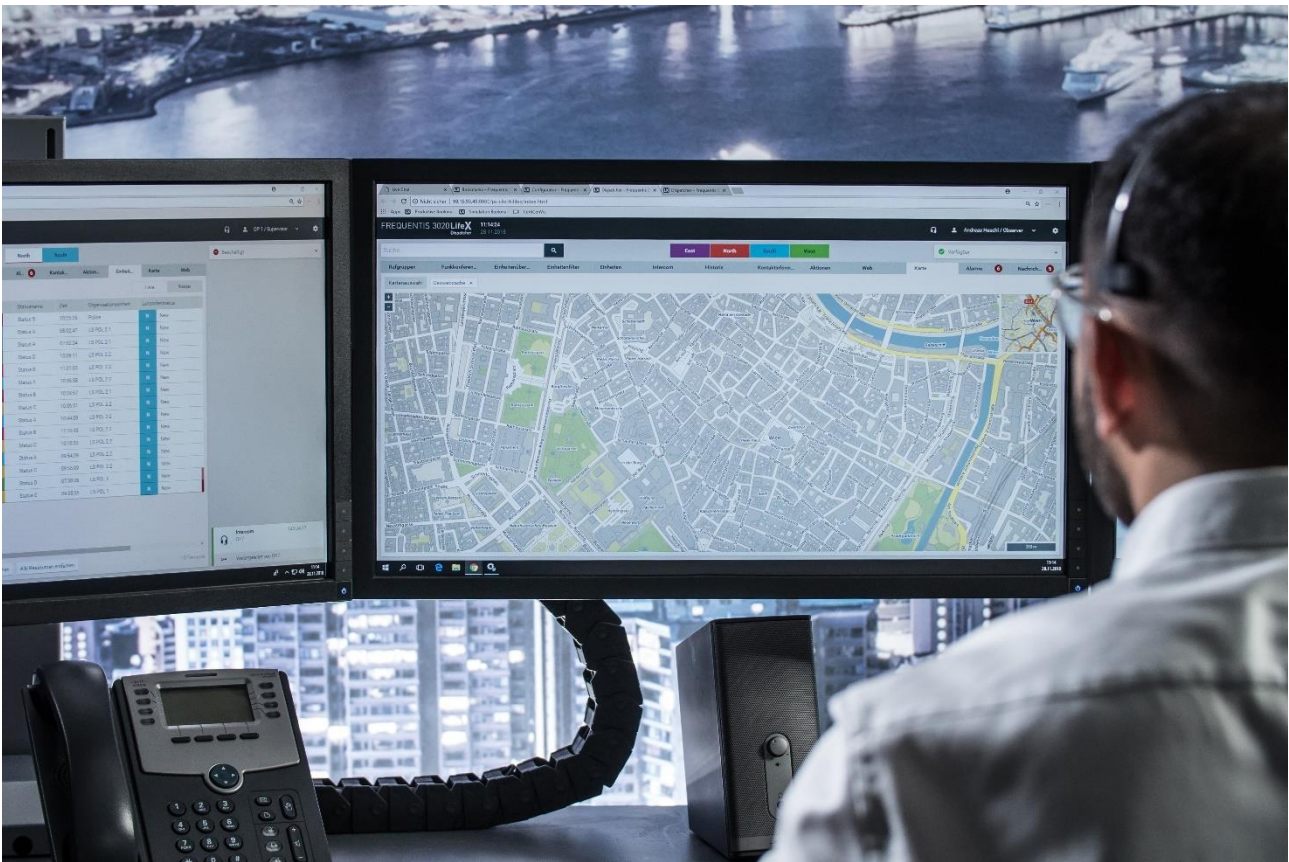
Andy Madge, MD Frequentis UK, added: "We are pleased to be supporting the Welsh Ambulance Service with its transition to the [Frequentis LifeX multimedia communication solution](#).

"This enables control room staff access to cutting-edge communication technology which will significantly benefit the lifesaving work they do, including managing and directing resources to the scenes of emergency situations.

"The collaboration of our teams has been instrumental in the successful delivery of this project, making the Welsh Ambulance Service the first major UK ambulance Trust to adopt this new technology."

Welsh Ambulance Service Trust

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About FREQUENTIS

Frequentis is a global supplier of communication and information systems for control centres with safety-critical tasks. The listed family company develops and markets its “control centre solutions” in the Air Traffic Management segment (civil and military air traffic control, air defence) and the Public Safety & Transport segment (police, fire brigades, emergency rescue services, railways, coastguards, port authorities). With a market share of 30%, Frequentis is the world market leader in voice communication systems for air traffic control. Frequentis is also the global leader in aeronautical information management and aeronautical message handling systems.

As a global player with around 2,100 employees (full-time equivalents/FTE), Frequentis has a global network of companies and representatives in more than 50 countries. Its head office is in Vienna, Austria. Frequentis' products, services, and solutions are used at more than 45,000 operator working positions in around 150 countries. Shares in Frequentis are traded on the Vienna and Frankfurt stock exchanges; ISIN: ATFREQUENT09, WKN: A2PHG5. In 2022, revenues were EUR 386,0 million and EBIT was EUR 25.0 million.

Wherever Frequentis' systems are used, safety-critical operators bear responsibility for the safety of other people and goods. The company also works towards a more sustainable future through its air traffic optimisation solutions.

For more information, please visit www.frequentis.com

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