SERVICE DEFINITION

AVRGROUP

AVR Group Limited

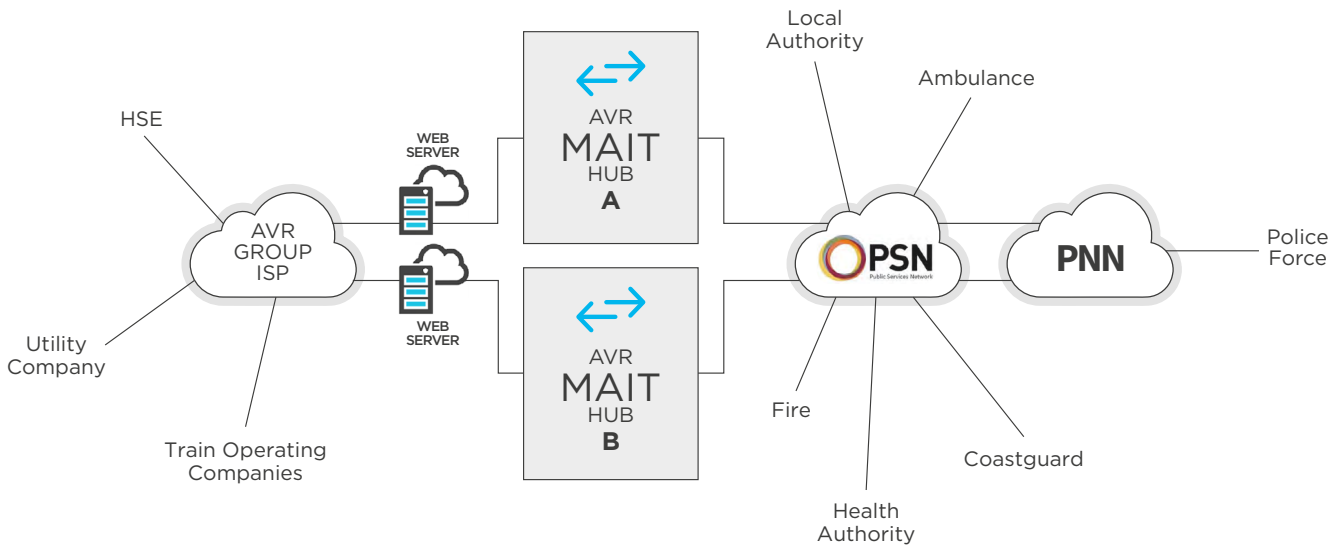# Multi Agency Incident Transfer (MAIT) Hub

The AVR Multi Agency Incident Transfer (MAIT) Hub allows emergency services to share electronic incident records to reduce response times, provide coordinated emergency service responses and improve the service to the public whilst reducing costs through increased efficiency.

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

The AVR Hub allows any number of agencies to pass Incidents electronically between one or more agencies at the same time. The Hub operates as a managed cloud service hosted in secure UK centres with resilient PSN connectivity to ensure reliable and secure communications.

System Architecture

High availability service with no single points of failure

Public Service Network (PSN) connected for resilience and security

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 CAD to CAD 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

Charges

Set-up fee per end-point	£1500
Service fee (up to 1,000,000 messages routed annually)	£850/month
Service fee (between 1,000,001 – 2,500,000 messages routed annually)	£1500/month
Service fee (over 2,500,000 messages routed annually)	£2250/month
Consultancy/implementation support (on or off site)	£1250/day

A trial service is available and a test and development platform is maintained for customers requiring a pre-production environment. Charges for these accessing these services are based on the daily consultancy/implementation rate listed above. There are no service fees for any messages routed for test and/or development.

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

Support

Monitoring and operations centre staffed 24 x 7 x 365

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

Ordering

Please mail details of your requirements to mait@monitoring.co.uk to enable the documentation required by the G-Cloud Framework to be issued. Service provisioning will commence on receipt of your purchase order.

About us

The AVR Group has been established for over 40 years providing safety and security solutions for Government, the Police and the public sector. We supply quality, highly-reliable, performance system solutions and have considerable experience in designing and building secure systems for a variety of demanding environments.

AVR are supplying the automated alarm transfer system (ECHO) for the UK security industry. This project will connect 96 alarm receiving centres to police and fire control rooms to meet the requirements of the National Police Chiefs Council Security Systems Policy.

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

AVRGROUP

Certificate Number ARC/G/2275

Certificate Number 9030

ISO 14001 *Environmental*
OHSAS 18001 *Health & Safety*
ISO 22301 *Business Continuity*
ISO 27001 *Information Security*

CYBER ESSENTIALS PLUS
CEP-SAP-J33006