



#### FAST FACTS

#### Company

Aetna's EMS professionals deliver specialized medical transports throughout the state and regions within Hartford and Manchester, CT.

#### Industry

Emergency Medical Services

#### Geography

US

#### Challenges

- Company required a robust, reliable call recording system because of the critical nature of their business and the timeliness required for emergency situations
- Easy access to call recordings
- Quality control & assurance
- Replace a legacy phone system
- Centralize call recordings for multiple locations

#### Solution

- SonicView™ Call Recording & Reporting

#### Results

- **Easy Call Recording Retrieval** – dispatchers can retrieve and listen to call recordings immediately to verify information
- **Supervisors Pull Call Recordings** - and play them back with employees to help improve quality assurance
- **Legacy Phone System has been replaced** - with Aetna's telecom provider's recommendation of SonicView™ Call Recording & Reporting and IPitomy phones
- **Call Recordings are Placed on a Centralized Server** - for multiple locations and two different IPitomy phone models

## AETNA AMBULANCE

### Company

Aetna Ambulance Service, Inc. provides Emergency Medical Services (EMS) and paramedic service to Wethersfield, Rocky Hill and the southern portion of the City of Hartford, Connecticut.

In addition, Aetna provides non-emergency services to the region's eight major hospitals, medical and skilled nursing facilities and residences throughout the Greater Hartford area, including Farmington Valley.

Aetna's EMS professionals are trained and equipped to deliver specialized medical transports throughout the state and region and are known for an uncompromising dedication to patient care.

Aetna is proud to be locally owned and operated.

### Challenges

- **Aetna Ambulance Required a Robust, Reliable Call Recording System** – Aetna required a dependable and consistent system that would allow them to record 100% of their inbound and outbound calls for proof-of-call purposes because of the critical nature of their business.
- **Instant Call Recording Retrieval** – Aetna Ambulance wanted a system that would allow listeners to play back recordings that took place between dispatchers and the police department (if the conversation went too fast to log information). The company wanted dispatchers to be able to listen to 60 minutes of the call to ensure they understood the information correctly.
- **Quality Control & Assurance** – Supervisors wanted to be able to easily pull sample call recordings to play back certain scenarios and use them as learning tools with dispatchers.
- **Replace Legacy System** – The Company had trouble finding support for their legacy phone system (which also provided limited call recording capabilities). They wanted to replace it with IPitomy phones and add a new call recording and reporting solution.
- **Centralize Data for Multiple Locations** – Aetna Ambulance has multiple locations and wanted to keep all call recordings in one centralized place.

### Solution

SonicView™ Call Recording & Reporting

“We can’t live without it [SonicView™ Call Recording and Reporting].”

- David Wright, IT Manager, Ambulance Service of Manchester  
Aetna Ambulance Service, Metro Wheelchair Service



## Results

“Installation for both systems [IPitomy phones and SonicView Call Recording & Reporting] went great ... I was amazed with SonicView’s ease-of-use,” says David Wright, IT Manager, Ambulance Service of Manchester Aetna Ambulance Service, Metro Wheelchair Service. SonicView Call Recording & Reporting has enabled Aetna Ambulance with the following benefits:

- **Instant Call Recording Retrieval** – dispatchers retrieve and listen to call recordings immediately to verify information from their conversations from police department conversations.
- **Supervisors Easily Access and Organize Call Recordings** - placing them in folders using SonicView’s HotLists feature, supervisors play call recordings back with dispatchers for learning purposes and help them facilitate specific situations
- **Replacement of Legacy System with Limited Functionality** - Aetna Ambulance’s older legacy VoIP phone system has been replaced with IPitomy phones and state-of-the art SonicView™ Call Recording & Reporting
- **Centralized Call Recordings** - Call recordings are placed on a centralized server for multiple locations; any authorized user can access these recordings from any location on the network

“We have seen an overall improvement in critical communications and response times with SonicView. We are also able to give much more constructive feedback to our dispatchers,” said David Wright, IT Manager, Ambulance Service of Manchester, Aetna Ambulance Service, Metro Wheelchair.

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### TRIVIUM SYSTEMS, INC.

TriVium Systems has been a leader in designing, building and deploying world-class, award-winning Call Recording & Call Reporting solutions since 1995. The Company’s core products include SonicView™ call recording platform, CallAnalyst™ call reporting & call accounting and E9-1-1 Emergency Security Notification™ (ESN™). Learn More: [www.triviumsys.com](http://www.triviumsys.com)

### AMERICAN BUSINESS TELEPHONE & TECHNOLOGIES

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