هيئة الهلال الأحمر السعودي
SAUDI RED CRESCENT AUTHORITY

Emergency Response and Ambulance Management

Background:

Established in the Kingdom of Saudi Arabia, The Saudi Red Crescent Authority Seeks to mitigate calamities and human suffering without discrimination or segregation in the transaction for any reason. Among its many responsibilities, SRCA must ensure Safety by guaranteeing fast Emergency Response.

Challenges:

SRCA needed to ensure Fast Response to Emergencies and to Track its Ambulance cars Locations and Safety Statuses all the time.

Mean While they were facing some challenges, including:

1. Infrequent Data Sync

   While there are many Vehicle Tracking Solutions in the market, the most frequent sync is every 1 minute, to SRCA, that was a lot. In Emergency situations, every second counts.

2. Poor Monitoring

   Not only that SRCA needed to know where the Ambulance cars locations were, they needed to full view on the Status of the car in terms of Safety, Security and Performance.

3. Inability to distinguish Ambulance Drivers.

   The key to an Ambulance car is identical for all Drivers, when assigned to an Emergency, there's no way to make sure that the assigned driver is the one actually driving the car, therefore, it caused an inability to hold drivers accountable in case of a delay or a problem.

So, a need arose to find a way that rapidly and accurately collects and synchronize data while generating accurate, real time reports that shall be helping through ensuring optimal service.

Solution:

SRCA cooperated with Codelab to implement AVLAB and install Customized Tracking Devices on their Ambulance Cars to ensure the quickest Emergency Response and Keep Track of the Ambulance Cars Statuses by the second to increase the quality of services and save as much lives as possible.

AVLAB Provided:

1. Safety and Security Tracking

AVLAB tracks the Safety and Security of each Vehicle with the help of 14 installed sensors within the vehicle. From Locking Doors to Speeding and Harsh Braking, AVLAB Transmits an accurate status of what's happening with all Vehicles.

2. Vehicle Health Tracking

Not only does AVLAB track Safety, but it also ensures that each Vehicle is in an optimal state all the time. AVLAB records Fuel Consumption, Engine Health to spot issues early on.

3. Geo-location and Real time job Updates

With AVLAB tools for real time tracking, we provided a guarantee of transparency and accuracy. For more accurate data; we imported customized Tracking Devices from Europe to allow Data Sync every 5 Seconds.

4. GPS navigation

Saving both time and effort and hence cost while finishing the best route reaching more entities.

5. Accurate Reports and KPIs dashboard

With the all-in-one reporting platform provided by AVLAB, everything is now a way clearer, organized where decisions are taken on the right time.

6. Driver Identification (iButton)

We developed a unique chip that identifies Drivers, so that when the Driver uses his key to start the vehicle, AVLAB can identify which Driver this key belongs to and ensure that the Driver perused the assigned job in time.