

 Multi-Agency Incident Transfer

Connecting emergency services

Improving life-saving outcomes with secure inter-agency incident messaging in just 16 seconds



Trusted partner for your Digital Journey

Atos

MAIT (Multi-Agency Incident Transfer) is a robust, secure and virtually instantaneous inter-agency messaging solution for emergency services. It can reduce resource deployment time by over 3 minutes per emergency while minimising the risk of errors and delays between agency interfaces. Crucially, MAIT enables your frontline staff to focus on the task at hand - saving cost, time and, ultimately, lives.



Tony Bracey
Programme Director
Joint Emergency Services Group (JESG) Wales

Tony has been instrumental in establishing the MAIT protocol and working with Atos to launch the MAIT service. His commitment to MAIT and other related projects has challenged thinking around secure data sharing, in particular the identification of vulnerable citizens in the planning and response to major incidents. He has also been a key influencer in ensuring the Welsh Emergency Services were some of the first emergency services in the UK to underpin their Command and Control Systems with the Government's address dataset (NLPG) which uses the Unique Property Reference Number (UPRN) to ensure that accurate address data supports the information exchange.

“ MAIT has the potential to be rolled-out across all UK emergency services organisations. Delivery of MAIT has been on the agenda with Atos' partners including the Cabinet Office, Welsh Government, and BAPCO (British Association of Public Safety Communications Officials) and I am therefore genuinely excited that soon all agencies will be able to make use of it with minimal effort on their part, and at minimal cost. Whilst

'gamechanger' may be an overused term, I do not think it is an exaggeration to say MAIT will substantially enhance the ease with which agencies will be able to share incident information securely in the future. Overall efficiency and performance of control rooms and the 999 system itself will be dramatically improved, which in turn will greatly enhance the ability of emergency responders to deliver an effective and efficient service to

the public, with human error more-or-less eradicated from the equation. The new MAIT service is available for deployment and we've already started to connect agencies including the London Fire Brigade and the Maritime and Coastguard Agency. Now it's time for the whole of the UK to see the benefit. The wait for MAIT is over. ”

Just imagine the difference an extra 3 minutes could make in any emergency

Connecting to MAIT is easy



GOV.UK
Digital Marketplace

MAIT is available via the Digital Marketplace



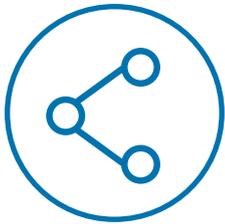
Watch Tony explain MAIT: atos.net/mait

NB: JESG test scenarios prove that the time to mobilise multiple responders is reduced from over 4 minutes to 16 seconds by MAIT.

Benefits of MAIT

Every day, the UK's emergency services deal with thousands of incidents of varying priority, urgency and complexity. Managing every one of those as quickly, effectively and efficiently as possible, is critical.

When information needs to reach multiple agencies in an emergency, the potential for error and delay might seriously jeopardise a swift and successful response. Secure inter-agency communication can be challenging - especially with different technologies and IT providers - and problems with integration can lead to operational inefficiencies. That's why the ease and speed of the MAIT service can make such a vital difference.



Easier collaboration

MAIT removes complex, inflexible point-to-point interfaces and replaces them with readily configurable one-to-one, one-to-many, and many-to-one messaging routes that make collaborating with other agencies so much easier.



Better outcomes

What used to take seconds and minutes can be done instantly with MAIT, with the certainty that data has been shared accurately and confidentially - giving you the power to improve outcomes in life-saving situations.



Cost-efficiency with flexibility

MAIT is a low-cost solution that integrates emergency service capability and makes internal and external messaging highly cost-effective. With no proprietary solution tie-in, implementation is easy and flexible.



Peace of mind

MAIT is a proven high-availability service, already used by UK Government departments to share sensitive information internally and externally.

75% of all 999 calls require vital information to be relayed to multiple agencies

Trusted to perform

With MAIT, emergency service providers can work together more easily, effectively and efficiently.



Secure and compliant

- High availability components providing a robust service
- Delivered over secured connections with suitable encryption
- Additional remote failover options to different data centres to mitigate large-scale geographical power or communications outages
- Pan Government Accredited (PGA) to OFFICIAL
- Conforms to British APCO approved XML schema standards



Fully supported and available

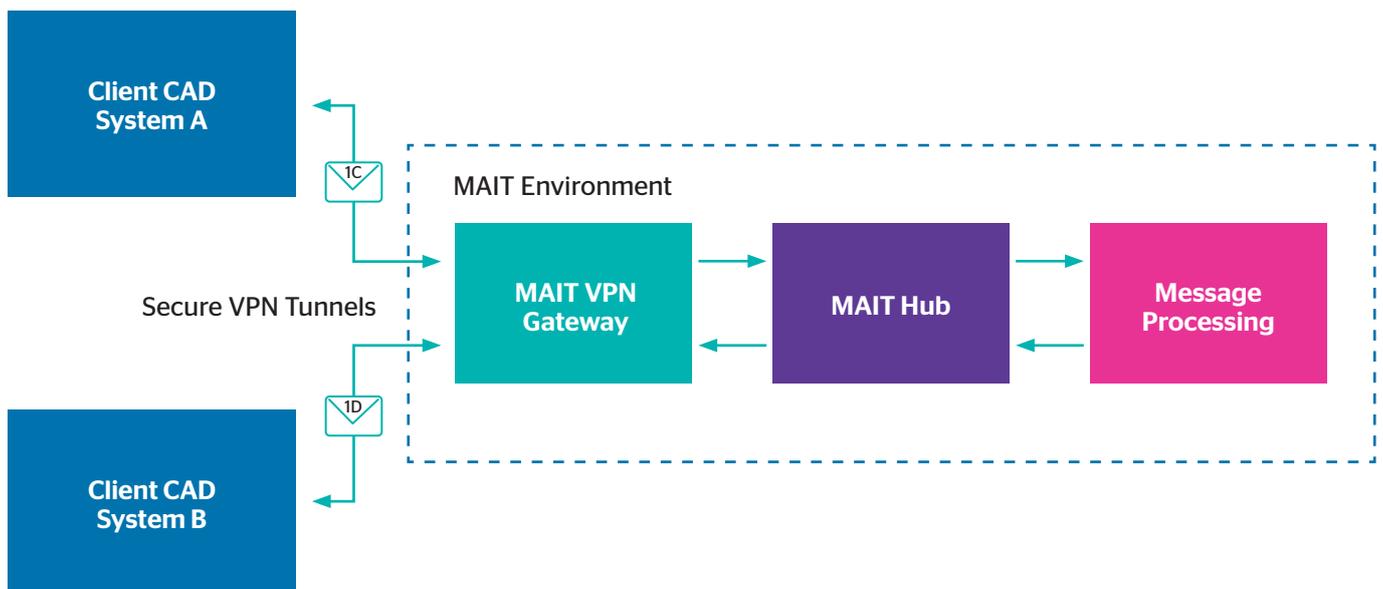
- 24 x 7 x 365 availability
- Software as a Service (SaaS)
- Hosted at a Microsoft Azure data centre on a private cloud
- Supported by an experienced Service Desk team, with application management tooling, accessible by your own business service desk if needed



Transparent and flexible pricing

- For use under a licence
- Pricing contains two elements:
 1. Set up: a fixed on-boarding charge per end-point(s)
 2. Operational service charge for up to 1m messages per annum or subject to number of anticipated multi-agency messages
- Minimal onboarding charges
- No offboarding charges
- Option to extend for two 12 month periods beyond the core 2 year term

Technical architecture



- MAIT VPN Gateway - Connect securely through an encrypted virtual private network tunnel.
- MAIT Hub - The main point of message routing.
- Message Processing - For clients supporting a different standard, messages are transformed for instant compatibility.
- Each organisation has their own dedicated routing and message processing components.

Business case for MAIT

Why should your agency use MAIT ?

Secure inter-agency communication is vital for saving lives when more than one agency is involved, yet it can be challenging in practice. With no single common interface between agencies, your response to incidents is compromised by how quickly and accurately messages can be shared or received.

Key benefits of MAIT

MAIT will enable you to reach, and receive messages from multiple agencies in a matter of seconds, saving your agency thousands of hours each year, and even more importantly, reducing the critical time taken to respond to emergencies. As soon as MAIT is implemented, you will benefit from:

- Easier collaboration and cost-effective messaging with other agencies
- Better outcomes with data shared instantly and accurately, shaving minutes off response times
- Cost-efficiencies as MAIT is low-cost and can be easily integrated within a matter of weeks

Time/cost saving illustration

Multi-Agency Calls (per year)	Potential Time Saving (hours)	Potential Cost Saving (based on hourly rate of £10)
10,000	622	£62,000

Cost for MAIT service and implementation

Pricing for MAIT, is transparent, flexible and scalable to your anticipated volume of multi-agency messages. Unless otherwise agreed, a 2-year silver standard licence for up to 1M messages per annum is £42,500 (inclusive of installation) which represents excellent value for money, given the return on investment.

Setup time and technicalities

Following a simple 4 stage plan, implementation can be complete within approximately 2 weeks, although timescales may vary slightly subject to holding the first call to ascertain which branches in the locality will want to onboard to MAIT.

MAIT is secure and compliant, delivered over secured, encrypted connections, that are Pan Government Accredited (PGA) to OFFICIAL. It is available 24/7/365, hosted at a Microsoft Azure data centre and supported by an experienced Service Desk.

Fast easy setup within 2 weeks*

4 steps to connecting to MAIT

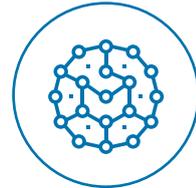
STEP 1 - Kick-off technical meeting

Atos technical experts liaise with your technicians to run through the checklist of requirements required to connect your service to the MAIT Hub.



STEP 2 - Initial connection

Atos will provide the hub connection software, instructions and details of how to configure your computer-aided dispatch (CAD) system to connect into the MAIT Test Hub environment.



STEP 3 - Messaging capability test

During a group call with your local services, we will test that messages can be both sent and received with receipts.



STEP 4 - GO LIVE!

Once you are fully satisfied that messages can be successfully sent between agencies and you are prepared to start using MAIT for real incidents, Atos will then provide the connection software and instructions to connect your Live CAD system to our Live MAIT Hub environment.

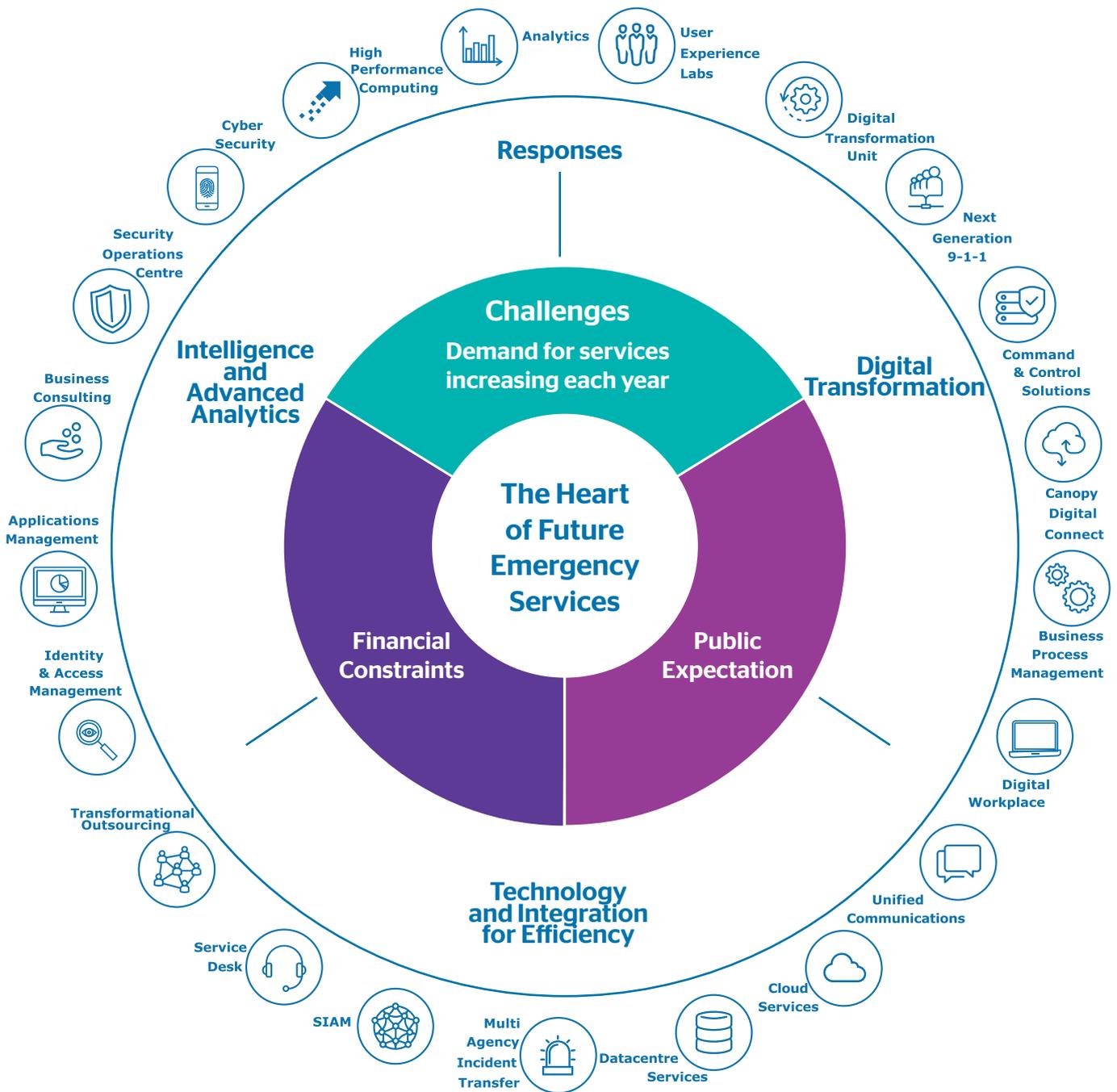


MAIT Licence	Bronze	Silver	Gold
Message package per annum	250,000	500,000	1,000,000
Additional message packet option	250,000	500,000	500,000
Annual licence fee	£17,250	£20,000	£23,500
Additional message packet option fee	£6,250	£7,500	£6,250
Onboarding	£2,500	£2,500	£2,500
Consultancy support	In line with Atos SFIA rate card	In line with Atos SFIA rate card	In line with Atos SFIA rate card
Offboarding	Free of charge	Free of charge	Free of charge

*subject to initial technical meeting and scope of current service

Our holistic approach to emergency services

Whatever the challenge, Atos offers innovative end-to-end customer-centric solutions from digital transformation, high performance computing, cyber security and user experience labs, to command and control, unified communications, data centre/SOC services, analytics and next generation 9-1-1.



About Atos

Atos is a global leader in digital transformation with over 110,000 employees in 73 countries and annual revenue of over € 11 billion.

European number one in Cloud, Cybersecurity and High-Performance Computing, the Group provides end-to-end Orchestrated Hybrid Cloud, Big Data, Business Applications and Digital Workplace solutions. The group is the Worldwide Information Technology Partner for the Olympic & Paralympic Games and operates under the brands Atos, Atos Syntel, and Unify. Atos is a SE (Societas Europaea), listed on the CAC40 Paris stock index.

The purpose of Atos is to help design the future of the information technology space. Its expertise and services support the development of knowledge, education as well as multicultural and pluralistic approaches to research that contribute to scientific and technological excellence. Across the world, the group enables its customers, employees and collaborators, and members of societies at large to live, work and develop sustainably and confidently in the information technology space.

Find out more about us

[W: atos.net/mait](https://www.atos.net/mait)

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Let's start a discussion together



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