



News Release

FOR IMMEDIATE RELEASE
December 15, 2010

Agencies across British Columbia raise the standard of Public Safety with FDM's BC Ambulance Service eLink

North Vancouver, BC – Surrey Fire Services, Fraser Valley Regional District, Fraser Fort George Regional District, Nanaimo Fire Rescue and Langford Fire Department are all using FDM Software's eLink, software that links BC Ambulance Service (BCAS) to FDM Computer Aided Dispatch (CAD), used by the majority of Fire Dispatch Communication Centers in British Columbia.

FDM eLink allows Fire Departments and the BCAS to work together seamlessly resulting in a higher standard of public safety.

When someone calls 911 in BC, the call gets routed to an emergency communications centre for that area. That centre determines whether the call should be routed to the ambulance, fire or police service. In the event of an emergency response, every second counts and each of these agencies must be able to effectively communicate with each other.

FDM eLink simplifies the dispatching process significantly and has a direct affect on response times by integrating the BC Ambulance incident information with the Fire Department's FDM Dispatch System. With eLink, the dispatchers see medical incidents on the same screen as standard 911 calls received. In addition, the system informs BCAS dispatchers whether the Fire Services will be responding or not, resulting in effective collaboration.

About FDM Software Ltd.

With more than 20 years experience, FDM Software is a market leader in the provision of Fire/EMS enterprise solutions. The company provides powerful and flexible Records Management (RMS) and Computer-Aided Dispatch (CAD) solutions with more than 120 installations serving 400 jurisdictions throughout North America.

FDM is focused on providing the best public safety product in the industry backed by exceptional 24x7 customer service. Based in North Vancouver, BC, FDM also has offices in Ontario, North Carolina and Utah.

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