



Dartmoor Search & Rescue Team (Tavistock) Use HSL To Provide SMS 'Call-Out' Service

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HSL were recently selected by Dartmoor Search & Rescue Team (Tavistock), who are a registered charity, to provide an alert broadcast service which was unique to their special 'callout' requirements.

When Dartmoor Search & Rescue Team (Tavistock) (DRG), who are recognised by the Mountain Rescue Council of England and Wales, realised that their old 'paging' system was fast becoming outdated, they identified SMS messaging as the ideal solution to meet their requirements. They needed a modern service of superior quality and one with great reliability from a company with strong reputations within the mobile messaging industry. Bud Francis, Controller for DRG said 'The new system is simple to use and, unlike traditional pagers, provides almost immediate feedback on team member availability. This significantly improves the planning of our response to incidents and the system has already been proven on a callout. Working closely with HSL ensured a service meeting our needs was delivered.'

When HSL were contacted by DRG, it was quickly established that the technology and infrastructure already in place would assist DRG with their modernised approach to both emergency call-outs and non-emergency communications. In an emergency situation, the rescue group is called out by the Police when there is reason to believe that one or more people may be missing or injured on Dartmoor. An SMS message is then sent to a broadcast number, which automates a call-out message to be sent to team members, who can then send a confirmation of attendance text to the broadcaster. The SMS technology also provides DRG with a means of communicating with their members on a regular basis.

DRG have made use of HSL's new solution – 'HSL AlertBroadcast', which is a two-way alert system between controller and team. This new service provides a significant enhancement to HSL's ever increasing product portfolio and allows clients the ability to send numerous alert notifications to their team members quickly and reliably.

If you would like more information as to how the 'HSL AlertBroadcast' service could be implemented and integrated into your organisation please contact the HSL Sales and Marketing Team on +44 (0)1506 424950 or e-mail sales@haysystems.com.

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