



Case study

# Getting to patients faster

How Logis Solutions worked with HERE to transform emergency dispatch, routing and incident prediction

Logis Solutions needed  
**To optimize computer-aided dispatch (CAD) for emergency responders**

HERE delivered  
**Highly accurate and real-time location data for faster response times and journeys**

Public safety agencies gained  
**A life-saving solution enabling first responders to optimize resources**

Logis Solutions needed

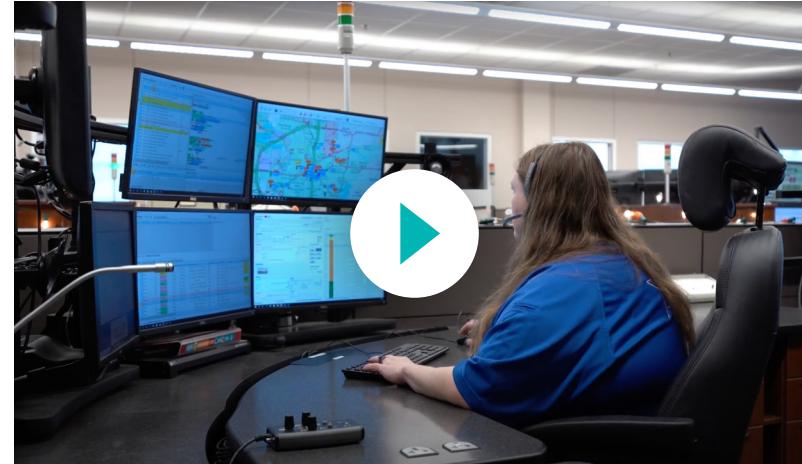
## To optimize computer-aided dispatch (CAD) for first responders

Logis Solutions' emergency dispatch solution supports major public and private providers of emergency medical services (EMS) and non-emergency transfers from across the world. In time-critical incidents such as roadside accidents, how quickly an ambulance unit reaches a site can be life changing. That's why Logis Solutions' goal is to empower its customers to respond faster to every incident with the best possible resources.

Logis Solutions' CAD solution enables its customers to optimize their dispatch process and fleet utilization. It provides visibility into unit location, the site of the incident and the travel time between the two. This helps fleet managers dispatch the unit that can respond to an incident in the shortest possible time.

Logis Solutions performs approximately three million calculations per minute for its customers, and virtually all of those calculations are location-based. To help units reach incidents even faster, Logis Solutions needs to provide precise, relevant and complete location data.

After searching for a technology partner, Logis Solutions chose to work with HERE to access accurate data with global coverage. "With HERE APIs, we can get real-time traffic data without having to do anything ourselves. That was the basic decision point for us; it forms the basis of everything we do," says René Munk Joergensen, Partner at Logis Solutions.



See how Logis Solutions uses here location data to get EMS units to the right location faster

**"Everything falls apart if we don't have valuable, reliable location data"**

René Munk Joergensen, Partner at Logis Solutions

### About Logis Solutions

Logis IDS is a computer-aided dispatch (CAD) intelligent decision support (IDS) solution. It's a tool for dispatchers in the EMS market, including non-emergency transfers and homecare services. With HERE location data, Logis IDS offers next-generation mapping, including multiple map layers, searching of both online and offline address and real-time map updates. Logis IDS can also integrate existing address data for a combined search.



### Why HERE?



#### Data accuracy

HERE provides the most accurate data for location and routing in every country Logis Solutions operates in.



#### Ease of integration

Open APIs and data services that are simple to plug into Logis Solutions' platform.



#### Completeness

#1 location platform for completeness including points of interest (POI) data to improve coverage in rural areas.



#### Real-time data

Logis Solutions can integrate situational data, such as real-time traffic information, which can shave minutes off each journey.



#### Global coverage

Logis Solutions can use the HERE location platform to support its customers worldwide.

HERE delivered

## Accurate and real-time location data for faster response times and journeys



Logis Solutions uses HERE data on traffic flows, accidents, construction, speed limits and more. This allows its customers to calculate how far each unit can travel within a given time, understand which unit is in the closest proximity and provide more accurate ETAs.

It uses multiple APIs including HERE Places with point of interest (POI) data, which is vital in rural areas with long roads and fewer physical addresses. The HERE Mobile SDK allows Logis Solutions' customers to track the current location of an emergency vehicle. It shortens arrival times by planning routes in real-time, directing the driver to the exact location of the incident and avoiding bottlenecks.

Logis Solutions' customers also have the ability to examine past performance based on location. Previously, an EMS provider could only access the city or zip code of an incident, not the coordinates. Any predictive or demand analysis was based on generic data without location context.

“Now, the quality of location data we provide using HERE location technologies is extremely reliable.”

René Munk Joergensen, Partner at Logis Solutions

Public safety agencies gained

## A life-changing solution to enhance care with fewer resources

With real-time visibility into the road network and reliable location data, Logis Solutions' customers can reduce response times, arrive at emergency sites faster, optimize resource planning and improve consistency across their service.

Logis Solutions' customers can now automate the dispatch process. Instead of looking at a map and spending a minute calculating which unit to send, dispatch can happen within three milliseconds.

HERE routing information also feeds Logis Solutions' AI simulations which can predict future events based on historical calls and data trends. Using Logis Solutions, EMS providers can now combine location data with medical information to predict demand and place a unit in the right place before an accident occurs.

Automation combined with optimized fleet management and predictive planning makes it possible to handle more incidents with fewer resources, while improving response times and providing a better patient experience.

“Routing, real-time traffic, predictive analysis – everything HERE helps us do – eventually all flow back to getting to the patient very quickly.”

René Munk Joergensen, Partner at Logis Solutions



### The results



**Better accuracy**  
by using the #1 location platform with real-time data.



**Consistent navigation**  
using reliable data helps customers locate every patient faster.



**Automated dispatch**  
reduces the time it takes to dispatch emergency units from minutes to three milliseconds.



**More control**  
with clear oversight into the road network and real-time information.



**Easier map maintenance**  
using APIs to update automatically, avoiding lengthy manual changes.

# Want to follow in Logis Solutions' footsteps?

You probably have some questions first: What's it like to work with HERE?  
Will it be an easy process? How much will it cost?

here

## You might also be interested in



Get to the scene faster



HERE ranks #1 again in Omdia's Location Platform Index



Tracking emergency response assets during a disaster



Hurricane Katrina 15 years on:  
Could it happen today?

### About HERE

HERE, a location data and technology platform, moves people, businesses and cities forward by harnessing the power of location. By leveraging our open platform, we empower our customers to achieve better outcomes – from helping a city manage its infrastructure or a business optimize its assets to guiding drivers to their destination safely. To learn more about HERE, please visit [and](#)

### We're HERE