

PageOne Blog

The Case for Paging

Next Generation Paging and Alerting.

The Case for Paging

If you want cutting edge technology for the NHS, look no further than the humble pager.

Technology is vital when it comes to saving and improving lives. It is constantly and rapidly evolving and is helping people every day in ways that we could not have imagined just two, or three years ago.

At PageOne far from relying on outdated technology, described by Secretary of State for Health and Social Secretary Matt Hancock, we are constantly evolving, embracing technology and ensuring we are at the cutting edge of instant communication. Our Triple Resilience paging technology means that the message will always get through to everyone, on site or off site, with one network failure, or two.

Multi-network technology also allows the message and the response to get through no matter what network fails. For a multi-provider, multi-organisation healthcare system this is a significant benefit.

Yes, it's true that social media platforms like WhatsApp usually work well and are convenient. But they rely on the availability of local WiFi and GSM networks, the app provider's servers and the mobile handset provider's push networks to deliver the alert or message. There can also be problems when parent website Facebook suffers outages with the most recent affecting America and Europe.

Smartphone apps must also keep pace with operating system updates, which, if staff are expected to use their personal devices, means there will be a disparity in versions among users. Many apps won't work on older versions of operating systems.

In major incidents such as a terror attack, public networks can become overloaded and crash leaving life-saving teams without a mode of communication. Triple Resilience Paging on the other hand provides failsafe solutions to all those issues by simultaneously using three communication networks: local, wide area and the Global Systems for Mobile Communications (GSM) data networks. If two networks were to fail, the message would still get through. So it is actually more resilient than a mobile phone.

The receiver is only beeped once, but the technology means:

- **there are no radio blank spots;**
- **there is extended coverage beyond the hospital;**
- **service continues even in a public incident or if equipment should fail.**

For any information on PageOne visit www.pageone.co.uk.