

BlackBerry AtHoc

The Global Standard for Secure Communication from BlackBerry

Thank you for your interest in exploring this content.

Carahsoft is the **Trusted Government IT Solutions Provider**® supporting a broad portfolio of industry-leading technologies through GSA, NASPO ValuePoint, The Quilt and a wide range of other contract vehicles.

As the **Master Government Aggregator**®, Carahsoft connects government agencies, industry partners, and technology providers to deliver innovative, mission-focused solutions.

In partnership with BlackBerry, we provide technology solutions that drive modernization, strengthen operations, and ensure compliance with evolving government standards.



To learn more about how Carahsoft can support your technology needs, please visit carahsoft.com



Explore More Resources:
carah.io/blackberryresources



Join Events & Webinars:
carah.io/blackberryevents



Discover Technology Solutions:
carah.io/blackberrysolutions



Learn About Procurement:
carah.io/blackberrycontracts



Connect With Our Team:
BlackBerry@carahsoft.com
(855) 346-6346



BlackBerry AtHoc

The Global Standard for Secure Communication from BlackBerry

How BlackBerry AtHoc Supports Ambulance Services

BlackBerry® AtHoc® is a secure communication and incident management platform used across critical sectors. For ambulance services, it enables fast, targeted alerts, staff tracking, and coordination with partners — with a full, auditable record of all communications.

This document outlines how AtHoc is already helping ambulance services improve response times, automate key processes, and strengthen operational resilience. It draws on real-world use cases and highlights features that support both business-as-usual operations and major incident response, including out-of-band communication and lone worker safety. Whether you're looking to reduce manual effort, enhance staff safety, or build a more resilient digital infrastructure, AtHoc provides a flexible and scalable solution built for emergency services — all while maintaining a full audit trail.

Common Challenges

- Reaching the right staff quickly and reliably
- Sharing urgent updates like delays, diversions, or safety plans
- Managing on-call availability across shifts and teams
- Coordinating with partner agencies (e.g. police, hospitals, transport)
- Maintaining audit trails for accountability and review
- Reducing reliance on manual calls, emails, and spreadsheets

What AtHoc Does

- Fast, Multi-Channel Alerts – Send messages instantly by app, SMS, phone call, email, or desktop pop-up.
- Two-Way Communication – Staff can reply to confirm availability or provide updates.
- Automated Templates – Use pre-set messages for common daily alerts to save time.
- Location-Based Messaging – Send alerts only to people in specific areas, such as near high-risk sites.
- Secure Inter-Agency Notifications – Receive and share information from partners like police or transport authorities.

Real-World Use Cases

Day-to-Day Operations (BAU)

- Daily On-Call Confirmation – A daily message is sent to all on-call staff asking them to confirm whether they're available. If someone replies "no," they're automatically taken off the on-call list.
- Morning Broadcast – Notification goes out each morning to share who is on duty for specialist roles (like National Interagency Liaison Officers NILO), keeping both internal teams and partner agencies informed.
- Delay Updates – Every few hours, a delay notification is sent to hospitals and partners with current ambulance response times, helping manage expectations and patient flow.
- Clinical Safety Plan Alerts – When services are under pressure, alerts are sent to inform on-call leaders and exec teams about the current safety level and any actions being taken.

-
- Shift Start Check-In for Specialist Teams – Specialist doctors or teams can “book on” using a quick form, which updates the control room with their location and availability for deployment.
 - On-Call Upload Reminders – Automated reminders ensure daily spreadsheets (e.g. on-call rotas) are uploaded on time, preventing delays or gaps in coverage.
 - Transport and Police Cascade – When alerts are received from transport services or police, they are automatically forwarded to control rooms and relevant teams.
 - Hospital Diverts – Alerts are sent when hospitals are full and ambulances need to divert elsewhere, helping avoid delays and congestion.
 - Tracking Specialist Assets – Some services use the tracking function to monitor the location of commanders and specialist teams, improving deployment decisions.

Major Incidents & Resilience Operations

- NILO Alerts (Business as Usual / Night / High Priority) – Tailored alert templates allow NILO’s to notify colleagues depending on the urgency — silent alerts at night, routine updates during the day, and high-priority messages for major incidents.
- National Coordination Centre Activation – If an ambulance service is asked to host national coordination, AtHoc can be used to: activate internal and external plans; request information from other Trusts using automated “accountability” messages; and chase non-responders automatically.
- Location-Based Alerts at High-Risk Sites – Ambulance Services are exploring how to automatically send alerts or site-specific safety plans to duty officers when they arrive at COMAH sites, Radiation (Emergency Preparedness and Public Information) Regulations zones, or large public events.
- Automating Routine Incident Checks – Routine hospital major incident checks could be moved to AtHoc using templates and automated response tracking.

Time-Saving Through One-Touch Distribution

Many ambulance services already have some form of notification tool in place — but what sets AtHoc apart is the ability to reach large numbers of staff across multiple channels with a single action. Instead of juggling different platforms or repeating manual inputs, AtHoc allows operational teams to send time-critical messages via app, SMS, voice, email, or desktop in one go. This one-touch, dynamic distribution dramatically cuts down communication time and effort — a key driver for services like NWS, where speed and clarity are essential. For IT leads and commanders alike, the efficiency gains are both immediate and measurable.

Reviewing Legacy Systems and Cost Efficiencies

One of the emerging benefits of adopting the AtHoc platform is the opportunity to review and potentially retire legacy systems such as pagers. The platform supports a shift away from outdated, single-purpose devices, aligning with wider NHS and Government direction to modernise communications infrastructure. Even before full implementation, many organisations are using AtHoc as a trigger point to reassess their reliance on annual pager contracts - highlighting clear potential for revenue savings and improved operational efficiency. Decommissioning a typical fleet of 200–500 pagers, for example, could save £30,000–£75,000 annually, depending on contract terms and

maintenance costs - a significant offset when investing in a modern, multi-channel communication solution.

Clear Benefits

Feature	Benefit
Rapid alerts across multiple channels	Speeds up mobilisation and response
Role- and location-based targeting	Avoids overloading staff with irrelevant messages
Two-way responses	Gives control rooms real-time visibility of availability
Automation of routine tasks	Saves time and reduces human error
Secure and traceable	Full audit trail for governance and review
Interoperability	Strengthens coordination with partners like police and transport
One-touch, dynamic distribution	Saves critical time by enabling mass communication across all channels from a single interface — reducing manual steps and duplication
Legacy system decommissioning (e.g. pagers)	Potential annual savings of £30,000–£75,000 by retiring pager contracts and associated maintenance costs — enabling reinvestment into modern, multi-channel communication infrastructure.

Additional Capabilities

Out-of-Band Communication Capability

BlackBerry AtHoc is designed with resilience in mind. Its out-of-band communication capability means that it can operate even when traditional IT systems like email, intranet, or internal messaging platforms are unavailable — whether due to cyberattacks, system outages, or infrastructure failures.

AtHoc uses multiple independent channels (SMS, voice calls, mobile app notifications, satellite, desktop pop-ups, etc.) to reach people. If one channel is down or delayed, messages are still delivered via others. This ensures that during a critical incident or system outage, emergency messages still get through — enabling decision-makers to maintain command and control without relying solely on internal networks.

This feature is especially useful for ambulance services that depend on CAD systems, internal email, or IT infrastructure to coordinate care. If those systems go offline, AtHoc continues working — making it a powerful part of any resilience or business continuity strategy.

Lone Worker Duress Feature

AtHoc also includes a lone worker duress feature, ideal for frontline or isolated staff such as paramedics, first responders, or specialist officers operating solo in the field.

With the AtHoc mobile app, lone workers can raise an emergency alert with a single tap or by activating a discreet duress function. This sends their location and a distress signal to the control room or designated supervisors. Alerts can trigger automatic escalation, so if there's no response within a set timeframe, the system notifies others — ensuring the situation is not missed.

The system also supports check-in timers for those working alone — prompting them to confirm they are safe at intervals. If they fail to respond, AtHoc can escalate immediately. This adds an extra layer of protection without requiring constant manual monitoring.

For ambulance services, this feature enhances the safety of staff in potentially volatile environments — whether attending remote locations, dealing with aggressive patients, or working long night shifts without direct support.

Conclusion

BlackBerry AtHoc offers ambulance services a flexible, reliable, and proven communication platform that supports both everyday operational efficiency and the demands of major incidents.

By automating alerts, improving visibility of staff availability, and strengthening coordination with partners, AtHoc helps services reduce manual workload, respond faster, and make better-informed decisions during high-pressure situations.

Whether you're looking to streamline on-call management, improve clinical safety communications, or prepare for large-scale events and critical incidents, AtHoc provides a scalable solution designed for the complex needs of modern ambulance services.

Talk to an expert



Contact us today to learn more about BlackBerry AtHoc or visit blackberry.com/securecomms

ABOUT BLACKBERRY

BlackBerry (NYSE: BB; TSX: BB) provides enterprises and governments the intelligent software and services that power the world around us. Based in Waterloo, Ontario, the company's high-performance foundational software enables major automakers and industrial giants alike to unlock transformative applications, drive new revenue streams and launch innovative business models, all without sacrificing safety, security, and reliability. With a deep heritage in Secure Communications, BlackBerry delivers operational resiliency with a comprehensive, highly secure, and extensively certified portfolio for mobile fortification, mission-critical communications, and critical events management.

For more information, visit BlackBerry.com and follow [@BlackBerry](https://twitter.com/BlackBerry).