



ECAS, the national Emergency Call Answering Service, was established in 2010 to process all emergency service requests from the public. It answers about 2.8 million 112/999 calls per year in contact centres operated by BT Ireland on behalf of the Department of Communications, Energy & Natural Resources. BT invested more than €10 million in the service and 100 jobs have been created in three operator centres in Navan, Co. Meath, Ballyshannon, Co. Donegal and East Point Business Park, Dublin.

The implementation of the new service represented the largest change programme for the emergency services as to how 999/112 calls are handled, routed and handed over. Caller line identification has become a key component of the service for the first time, with the location of the caller from both fixed and mobile phones used to automatically determine the emergency services control centre to which the call should be forwarded. The new service has improved speed and accuracy and calls are now being answered within 0.5 seconds. Details of a caller's phone number and details flash immediately on the screen of the call operator, allowing for the faster processing of calls to the appropriate emergency control centre.

The service also adheres to a number of internationally recognised standards to provide evidence of its approach to quality, information security management and its ability to operate on a continual basis. Accordingly ECAS has been audited and been certified to the following recognised standards: ISO 9001, ISO27001 and BS25999.

From the start Johnstown Business Park, Navan has been the ideal location for a contact centre. The environment of the business park is well managed and pleasant to work in. The quality and availability of telecommunications capacity was a key selection factor in the location and the centre has enjoyed 100% service availability from the beginning. Most of our staff reside in Navan or in surrounding areas. Even those few who live further away commute primarily using the M3 and enjoy easy access into the Johnstown Business Park from Junction 8.

BT worked closely with Meath County Council in setting up the ECAS contact centre in Navan and our collaboration has produced great results for our business, our staff and for the public that we serve all over Ireland.

William McAuliffe  
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BT Ireland