



Life-Saving IT Solutions

How AMT Built a Safer, Healthier Community

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» Established in 1991, Advanced Medical Transport (AMT) is a not-for-profit community organization that provides Central Illinois with emergency and scheduled ambulance service. With a comprehensive team of healthcare professionals, including nurses, paramedics, EMTs, and dispatchers, AMT provides life-saving care and emergency training for the local community.

As the Manager of Applied Technology for the largest fleet of ambulances in Central Illinois, Tom Geraci understands the importance of delivering critical services under pressure. Ensuring AMT's 32 Advanced Life Support vehicles and new state-of-the-art communication center—equipped with computer-aided dispatch, satellite vehicle locating, GPS, and routing—work together seamlessly took a great deal of planning and preparation. Geraci relied on a trusted IT partner to help him accomplish that mission.

Investing in Information

When AMT upgraded their Peoria, Illinois-based facility to include a bunkerized, FEMA-rated storm shelter, Geraci's list of priorities included updating the center's systems to ensure the safety and security of staff and increase the reliability of service to AMT's broad customer base. "We threw a lot of technology at this project. One of the things we wanted to accomplish was putting more information at our staff's fingertips," said Geraci. "In addition to improving or upgrading a lot of the computer technology that we had, we added a video wall that's approximately 27' wide by 9' tall that displays up to 16 different feeds of information—national news, mapping of our service area, call volume, weather, street closures, and more." Gaining instant access to valuable news and information gives AMT dispatchers and ambulance crews a critical advantage in emergency situations. Digital signage plays an important role in communicating that vital information. With several monitors and media players installed throughout the facility, AMT can display road closures and weather feeds to ambulance crews before they head out, as well as educational material for healthcare and EMS training classes.

A Communication Lifeline

Geraci implemented the video wall to enhance communication throughout AMT and get information to employees quickly and easily. They worked with PC Connection to install two 32" LCD digital signage displays to provide information to staff about topics that affected them, like road closures, and about the healthcare and EMS training classes available at the facility. "With the digital signage in place we found that there was also a benefit for the customers who came through our door. Digital signage is a way to broadcast information really fast and to

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many different groups—employees, customers, and others.” The AMT staff has positive feedback about the display. Geraci states that the users of the system are pleased, and he plans to add a third 32" LCD soon. “We find digital signage to be extremely easy to use. And staff members have given many comments about how informative the system is. It is working really well for everyone; it is definitely a life-saver.”

No Room for Error


Geraci was also faced with structural and budgetary constraints; one of the biggest challenges was fitting all of the necessary technology into the new addition. “When you’re building a bunkerized facility and you’re trying to incorporate approximately 16 positions for dispatchers and a room that will contain all your data center equipment, you’re very limited,” said Geraci. “It forced us to look at a lot of things—one, the workspace that the staff uses, and two, the server space that we have.” With no room for error, AMT needed IT solutions designed for maximum performance, reliability, and value. Having an experienced team at PC Connection to call on for help ensured a productive planning and design phase of the project.

Collaboration Is the Key to Success

In addition to space constraints, another challenge for the AMT team was dealing with a multitude of vendors and technologies. “When we started [the project], we didn’t really understand everything that we really needed,” said Geraci. “Working with our Account Manager at PC Connection was a great help.” AMT’s Account Manager listened to their needs and tapped into the technical resources at his disposal to help answer their questions. When Geraci had concerns about implementing a battery backup solution, he knew exactly where to turn. “When we placed a call to PC Connection to investigate our options, our representative reached out to APC right then and there on the phone,” said Geraci. “We got a project manager involved, started looking at what we wanted to do, and ended up having several conference calls after that.” Collaboration was a big factor in the success of the project, allowing Geraci to illustrate AMT’s day-to-day needs and have industry experts handle the technical details. “They pretty much managed the design all the way through the installation of the APC unit. They worked with our electricians and the group that was installing backup generators, so it was pretty much a hands-off piece for us until it came time to do the testing and the training,” said Geraci. “That was probably the smoothest piece of the whole installation.”

Turn to Your Trusted IT Experts

The new addition to AMT’s Peoria facility helped Geraci achieve his goal of creating a more informed, more efficient workforce. Building on a longstanding relationship with his Account Manager, Geraci knows he can turn to the knowledgeable experts at PC Connection for guidance on all of his IT projects. “It’s been a great team to deal with,” said Geraci. “We’re going to keep working with them down the road—I can’t say enough about them.” Backed by the unbeatable combination of state-of-the-art technology and deep-rooted involvement with the community, AMT will undoubtedly continue to provide life-saving care for years to come.

 **Call your Account Manager today to learn how PC Connection can help you optimize your infrastructure.**

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*Tom Geraci,
Manager of Applied Technology
Advanced Medical Transport*