

# Press Release

FOR IMMEDIATE RELEASE

## Ambulance Service of NSW Expands Resolve System to Include Death and Disability

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MELBOURNE – 12 April 2011

The Ambulance Service of NSW is expanding its use of Resolve's Case Management System with the addition of a new solution to address the processes of the Death and Disability Unit (D & D). This expansion follows the use of Resolve within the Professional Standards and Conduct Unit (PSCU) of the Ambulance Service.

Currently the D & D Unit uses a spreadsheet to manage and track requests. The move to the Resolve system will replace the existing spreadsheet with a configuration of Resolve that meets the D & D Unit's data capture and management requirements and provides additional benefits through the use of Resolve workflow to ensure timely completion of each step in the process.

Originally implemented at the Ambulance Service in November 2009, Resolve is used by the PSCU to manage various types of cases and complaints, as well enquiries and requests for information in relation to the Ambulance Service. The system has been designed to cater for the various types of feedback the Ambulance Service receives. Tailored workflows facilitate the assessments, and ensure that the correct investigation and approval processes are met in a timely fashion.

The Ambulance Service is an integral and dynamic part of the New South Wales health system, and one of the largest ambulance services in the world. There are a total of 226 ambulance stations throughout the State, located within four separate divisions. Each division is responsible for service delivery, administrative and business support functions, while the operation centres coordinate all resources in their particular geographical areas.

ABOUT RESOLVE: Established in 1994, Resolve is an Australian owned and operated global provider of workflow management solutions – be that case management, complaints, feedback, membership, and other similar applications. Resolve is a flexible and powerful application that has captured the attention of a wide user base including utilities, FMCG, automotive, health and transport industries, and is used as core business system by numerous Government Departments and Ombudsman's Offices across Australia and abroad. Resolve has a single purpose to deliver flexible solutions that meet its customers' requirements.

([www.resolvesoftware.com.au](http://www.resolvesoftware.com.au))

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