

A Case Study by



**EMERGENCY
REPORTING®**

The Most Trusted Fire & EMS Records Management Solution

Emergency Reporting is Proud to Provide Records Management Software to Veterans Affairs Fire Departments



Records Management Software for Government Entities

Emergency Reporting (ER) is the industry-leading software provider of DoD-approved, secure, easy-to-use, cloud-based records management solutions. Emergency Reporting is the only FedRAMP (in-process) vendor providing Microsoft Azure Gov-hosted NFIRS 5.0, NEMSIS 3 & NEMSIS 2 and HIPAA-compliant solutions for Fire and EMS agencies around the globe. Many of these agencies are U.S. Federal and DoD agencies, including the U.S. Marine Corps, Army, Navy, Air Force, and Coast Guard, NASA, Department of Energy (DOE), Veterans Affairs (VA), and ARFF. ER is proud to support and provide our solutions to emergency first responders who serve our country.

VAMC Replaces Legacy Manual System

One agency we assisted recently was a Veterans Affairs Medical Center (VAMC) fire department* that provides emergency response and aid to the Center's veterans, staff and visitors. Emergency Reporting staff activated and configured our RMS to quickly replace their existing premise-based process. As is the case with all departments when they replace a legacy system, the VAMC has experienced many benefits since activating the replacement incident reporting and data management with the help of ER.



Previously, the VAMC fire department used a manual process comprised of a simple electronic document log book and a spreadsheet to document and report incidents. Using this antiquated method to document incidents had significant limitations and needed to be replaced. The time-consuming process involved making an entry in the electronic spreadsheet (which was used as the daily log), then another entry in the worksheet to track incident numbers, and then entries in NFIRS. Finally, all paperwork was printed and filed in a three-ring binder for inspections and maintenance.

They decided to eliminate this time consuming manual process after a neighboring fire department explained how the Emergency Reporting RMS benefited their department. After extensive industry evaluation and subsequent procurement via the GSA Schedule IT 70 held by ER's strategic DoD partner E-9 Corporation, the VAMC fire department was activated within the ER Ultra Secure Cloud and continues to use the solution with great success.

Saving Time, Money & Space

The vast amount of paperwork involved with everything from fire inspections to fire alarm testing at the medical center was tremendous. Once the VAMC fire department implemented the ER system, they benefited by cutting costs, saving time and increasing reporting accuracy. The ER solution allows agencies like the VAMC to eliminate nearly all of their manual paperwork, resulting in a significant time savings for the facility, as well as saving physical space by no longer needing to store all their binders.



From Inefficient to Highly Productive

Trading in their inadequate and inefficient electronic documents and manual spreadsheets for the Emergency Reporting RMS has enabled this VAMC fire department to focus more time on their number one priority: serving those who have served our country.

ER Meets DoD Cybersecurity Requirements with FedRamp and Microsoft Azure Government

The VAMC is a DoD agency and is required to maintain compliance with stringent DoD cybersecurity guidelines. ER is the only FedRAMP In Process Fire and EMS RMS application vendor and will soon meet all Federal cybersecurity requirements. Meanwhile Emergency Reporting's hosting service, Microsoft Azure Government, is already FedRAMP-compliant.

Why FedRAMP is Important to VAMC Data Security

The required U.S. Federal Risk and Authorization Management Program (FedRAMP) was put in place to help provide a standard way to assess, monitor and authorize cloud-based products and services to meet the security standards upheld by federal agencies.

The highly reputable and secure Microsoft Azure Government platform and Emergency Reporting both provide physically isolated datacenters and protected networks. They are separate from general networks and are maintained to prevent unwanted communications and block unauthorized users, making them inherently safer.

Additionally, ER will be required to pass an independent re-assessment every year and have demonstrated compliance with security control standards set by National Institute of Standards and Technology (NIST) Special Publication 800-53 Revision 4.

**Name withheld due to government ethics restrictions*



The Emergency Reporting Federal Package

Department of Defense agencies have trusted Emergency Reporting (ER) since 2005. Our Federal Package offers a number of advantages for DoD agencies. Our GSA contract number, [GSA GS-35F-0377S, pages 118-122](#), is under E-9 Corporation, ER's designated Federal Government reseller.

Our Federal Package Includes:

- No software or updates needed for certification: a big cost savings.
- Plus-one aircraft incident codes.
- Unlimited users, with individual welcome page, per agency.
- All IT functions (backups, upgrades, etc.) performed by Emergency Reporting.
- 100% web-based system - accessible from anywhere there is an Internet connection.
- Local departments can tailor how much data to share with their own headquarters and other DoD fire departments.

Optional Add-on Products:

- Our VISION Risk Assessment module helps departments meet mandated DoD and civilian accreditation requirements.
- CAC Card enablement for added security.
- NFPA1500 compliance monitoring tool, in ER's 'Safety Analytics' module.
- ER Ultra Secure Cloud - the most secure product available – utilizes an approved FedRAMP-compliant cloud datacenter and is hosted in a Microsoft Azure Government datacenter.

If you're interested in learning more about how your department can benefit from making the switch to Emergency Reporting, contact us at <https://explore.emergencyreporting.com/contact-us/> or 1.844.752.6066 opt 2.

For a free trial, visit <https://explore.emergencyreporting.com/get-a-free-trial/>.

If you'd like to see how your current system stacks up against ER, download our comparison checklist here:

<https://hubs.ly/H09IhdJ0>