

Datatrak IT develops software system for UK rescue service

Maltese software developers have successfully completed their first major contract for Siemens Datatrak Location & Information Systems of the UK. The developers, Datatrak IT, who operate out of the Mosta Technopark, have created mobile data terminal software that has been sold to Ontime Rescue & Recovery. Ontime is one of the UK's largest operators in the field of vehicle rescue and recovery, with contract customers that include the AA, RAC, Greenflag, Direct Line, Britannia, and several British police authorities.

The software developed in Malta allows for the better management of vehicles and journeys, and makes for easier job dispatching and processing. This cuts down on costs and increases efficiency. Last year, Ontime rescued and recovered more than 220,000 customers, using its 220 rescue vehicles. With the benefit of the new IT system, Ontime is now seeking to expand its market.

The system developed by Datatrak IT sends and receives job information to recovery vehicles, in a form that can be easily read and replied to by the driver.

Joe Fenech Conti, CEO of Datatrak IT, says he is delighted with the outcome of the project: "This has been a great opportunity for us. It has given us the chance to break into this particular market. We are now evaluating more projects, together with our colleagues at Siemens Datatrak in the UK."

The Maltese company was chosen because of its track record. "We were asked to do the job because we could deliver on time, to specification, and in line with Siemens' quality standards," Mr Fenech Conti said. Datatrak IT is particularly pleased to have developed the product from scratch.

Jean Galea Souchet, Datatrak IT's project manager, said: "It's end-to-end new, not what we call a rack-on. That gives us great satisfaction, though we had to work extremely hard and to very tight schedules. Siemens Austria's programme and system engineering department provided the quality management programmes for this work. These programmes are becoming the basis for Datatrak IT's operation. Roland Scerri, the project quality manager, said: "Visits to Malta by Ralf Bayrleithner, one of Siemens Austria's quality consultants, are giving us what we need to move up the quality ladder." The Siemens PSE operation employs around 4,800 software developers in 18 locations in five European countries and in the US.

Grant Headland, the project manager for Siemens Datatrak in the UK said: "It has been a pleasure to work with this dedicated, enthusiastic team, who are so focused on meeting their customers' requirements. This project has proved that, given the right organisation and tools, project teams which are truly international do succeed."

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