

User Quotes

“After defining our needs and reviewing many products, we selected ESS/Ambulance as the software product for our ambulance and rescue squad. We took great care in making this decision since we had defined many specific requirements. We required a product that has a simple and intuitive user interface, one that is flexible and customizable to our needs, and one that is certified compatible with the current NJSFAC and future NEMESIS requirements.

One of the biggest selling points was the ability to use the product in the field on ruggedized tablets. And, ESS/Ambulance is *so much more* than just data collection software — it is a comprehensive system that handles many important record keeping functions for our squad. We're very pleased with the product, and the level of customer service has far exceeded our expectations.”

— *Walter Graulich, Lieutenant,
Cedar Grove Ambulance & Rescue*

“We are a very happy and satisfied user of ESS/Ambulance. The product met all our expectations. We were looking for an automated and efficient way to perform all our administrative functions that we were currently doing in other ways, and ESS/Ambulance was the answer. The product is easy to use, very comprehensive and was the first to be certified with NJSFAC.

Most importantly, the product was able to fully adapt to handle all the functions we were doing in other ways. This was possible for 2 reasons — the product is very customizable and technical staff provided excellent consulting in helping us design exactly what we needed. This adaptation was very impressive.

We think the support and service is great and we love the remote access service feature.

— *Fred Menzel, Captain,
Bloomfield Volunteer Emergency Squad*

More User Quotes on Next Page

C O R P O R A T E T E C H N O L O G I E S L L C

Box 333 • Ramsey, NJ 07446 • Voice: 201-934-0125 • Fax: 201-934-0220
Email: info@EmergencyServicesSoftware.com • www.EmergencyServicesSoftware.com

User Quotes

“As the CME Program Coordinator, I have to track numerous EMTs with different expiration dates and requirements. This software provides for an effortless system that allows me to track not only regional CME, but state and national as well!”

— John Bray, Board of Directors,
Spring Hill Volunteer Ambulance Corps

“The design of the ESS/Ambulance product is what convinced us to buy it. We had purchased another program which did not have the “event” feature. I would have to enter the details (date, time, name, title, points for each person). The repetition caused lots of errors and was extremely time consuming. With ESS/Ambulance, we enter the info for the event and just go down and pick all the attendees from the list. SO MUCH EASIER!!! This was a key feature for our squad. The fact that we can put our calls in was the icing on the cake.

As the LOSAP coordinator, ESS/Ambulance has made my job a lot easier. We also are in the process of using it to track personnel data. Once the information is all entered, it will make the secretary’s job much easier, eliminating the need to update tons of spreadsheets and pulling paper files.

ESS/Ambulance was easily customized to our needs. Every time I found a new use for the product, technical support helped me determine the best way to do it, or created a product customization for us. We even set up remote access to facilitate the changes.

The screens were intuitive and easy to follow; the reports were thorough and easy to read; the training made it all a piece of cake; and the technical support was extremely helpful and responsive.”

— Andrea McCormack,
1st Lieutenant and LOSAP Coordinator,
Freehold First Aid

More User Quotes on Next Page

CORPORATE TECHNOLOGIES LLC

Box 333 • Ramsey, NJ 07446 • Voice: 201-934-0125 • Fax: 201-934-0220
Email: info@EmergencyServicesSoftware.com • www.EmergencyServicesSoftware.com

User Quotes

“ESS/Ambulance is very easy to use and very comprehensive. It contains numerous modules that are important to the NJ volunteer squad including LOSAP, Membership, Training, Equipment Tracking, Run Sheet Input and more! We needed a solution that was seamless for the required NJSFAC transmissions — and we got it.

The ESS technical staff is able to customize the system to any squad's specific needs. They are able to take a non-technical user's request and create a system solution that is exactly what the user needed. ESS/Ambulance is not a locked down system that forces the squad to change their procedures to be able to use it. This flexibility puts this system above all the other 'canned' systems on the market.

— Amy Cohen, Secretary,
North Brunswick First Aid & Rescue Squad

“We selected ESS/Ambulance for our squad for many reasons. We like the integration of the various modules of the program into one common database. Until now, we have had to use various different programs to track the different data we need to follow. We like the fact that ESS/Ambulance is compliant with NJSFAC's reporting requirements. And we like the fact that it relies on Access as the underlying software for the database, which in my view is the best overall database engine. Technical support from ESS has been very good — technical help is a phone call away and expert staff is always available.”

— Mike Hunter, Information Technology Officer,
Summit Volunteer First Aid Squad

“At SOAC, we found that the Member Management System, which includes a member mailing list, was very helpful to us. The Data Entry portion of the product is easy to use and the product is very customizable, allowing it to be modified based on our needs.”

— Ed Kopf,
South Orangetown Ambulance Corps

More User Quotes on Next Page

C O R P O R A T E T E C H N O L O G I E S L L C

Box 333 • Ramsey, NJ 07446 • Voice: 201-934-0125 • Fax: 201-934-0220
Email: info@EmergencyServicesSoftware.com • www.EmergencyServicesSoftware.com

User Quotes

“ I knew from my business experience that the software would have to fit well into the way we already operate in order for it to be used, and therefore would have to be customizable. (Predecessors in our organization had already tried inexpensive off-the-shelf software that was never used — the money was wasted.) With ESS/Ambulance, there were several minor and major changes we requested and all were easily implemented. None of this could have been done with an off-the-shelf product. I can tell you that the Board of Directors of our little Rescue Squad swallowed hard when we asked for the money to buy software. Now, a year plus later, I don't think anyone would question it.

ESS/Ambulance is very easy for anyone who has some basic ability to use a computer. Virtually everything that we want to track is already addressed in the software. In fact, there are several features that we haven't begun to use. We intend to expand the use of the system shortly.

There were several measurements that we were tracking with spreadsheets before ESS/Ambulance. Reports that are part of the ESS package were able to replace those spreadsheets and eliminate related work. Also, we have asked for several special reports and all of them have been provided.

We are now able to do administration that was ignored in the past because we had no tools to do them effectively. We now use the scheduling feature in the system, which is much more accurate, and will use it in ways that we haven't done so far. We will also be expanding the use of the HR features, utilizing the comprehensive module provided in the software.

The technical support has been outstanding. They understand what a volunteer EMS does so I'm not just talking to a software developer. Absolutely everything that I have asked for has been provided.

It was important to us that ESS/Ambulance had satisfied the NJSFAC requirements, providing the data collection information as specified.”

*— Don Boyle, Captain,
South Orange Rescue Squad*

More User Quotes on Next Page

C O R P O R A T E T E C H N O L O G I E S L L C

Box 333 • Ramsey, NJ 07446 • Voice: 201-934-0125 • Fax: 201-934-0220
Email: info@EmergencyServicesSoftware.com • www.EmergencyServicesSoftware.com

User Quotes

“ESS/Ambulance is easy to use and the user interface is easy to navigate. Data entry fields are easy to understand and to complete. I would say the product has simplified our data entry and reporting tasks. It can be learned by anyone and it has given us an accurate picture of our calls and which of our members are responding most frequently.”

— Tom Kranz, EMT,
Fanwood Rescue Squad

“I want you to know how happy I am with your ESS/Ambulance software. This is just what we have been searching for! We currently have multiple and separate systems to manage our squad functions. Your product compiles everything that we have into one integrated and easy-to-use system — and it is even customizable for our specific needs!

Technical support has been a pleasure to work with, and extremely helpful on every question I have asked. They've always been available to take the time to work with me.

I will recommend ESS/Ambulance to every Ambulance Agency that I have contact with. It's worth every cent...

— Sara Johnson,
Chatham Rescue Squad Inc.

“ESS/Ambulance is very comprehensive and extremely easy to use (so easy even a cave man...). We at the Hackettstown First Aid & Rescue Squad are extremely satisfied with the product, as well as the quality and level of support we continually receive from ESS/Ambulance personnel. Many features especially suited to our squad are contained in the Human Resources component of the software. All in all, we are extremely pleased with the ESS/Ambulance software and the company behind it.”

— Ron Maialetti,
Hackettstown First Aid & Rescue Squad

More User Quotes on Next Page

CORPORATE TECHNOLOGIES LLC

Box 333 • Ramsey, NJ 07446 • Voice: 201-934-0125 • Fax: 201-934-0220
Email: info@EmergencyServicesSoftware.com • www.EmergencyServicesSoftware.com

User Quotes

“ The ESS/Ambulance system is easy to use and designed very well, prompting you for the required information. The screens are very easy to follow, the data is easy to retrieve and the reports that contain needed information are easily accessed.

The product has greatly reduced our squad's administrative workload. Before ESS/Ambulance, I entered all our information in various Microsoft Excel spreadsheets. It is great having everything in one program! The product is very comprehensive handling all our current needs, and also advanced enough to position us for the future. There are several features in the product that we will be using in the future that will save us even more time.

I cannot say enough good things about your support staff. Any questions we had were answered in a pleasant and speedy manner. Lastly, we're happy that the product is customizable, providing us with a comfort knowing that our current and future needs will be met.”

— *Lou Caruso, Captain,
Allamuchy Green First Aid Squad*

“ Analyzing data is a very important part of managing our service. Without good data, managers and planners cannot make good decisions. As our call volume grows year after year, utilizing a computerized data collection and reporting system is not an option, but rather a necessity. I highly recommend this system.”

— *Timothy P. Egan, NREMT-P, Chief of Operations,
Director of Information Technology, Rockland Paramedic Services*

More User Quotes on Next Page

C O R P O R A T E T E C H N O L O G I E S L L C

Box 333 • Ramsey, NJ 07446 • Voice: 201-934-0125 • Fax: 201-934-0220
Email: info@EmergencyServicesSoftware.com • www.EmergencyServicesSoftware.com

User Quotes

“ Our squad has moved to ESS/Ambulance from another program with similar functionality. This made it very easy for our people to learn the program. In fact, I think the learning curve would have been a short one anyway. As is always the case, there were features in the other software that we felt attached to, however we quickly adjusted to the query based view provided by ESS/Ambulance.

The ESS/Ambulance package provided us with several modules that had been optional extras in the other software. One is the vehicle maintenance record and another is the ID card feature; and since the other software was pre LOSAP, it did not address that issue at all.

One of the reasons we selected the ESS/Ambulance package is because we were not willing to trust our records to an on-line server. This was both because of security concerns and because we feared that a corporate shake out might leave us with no records at some future time.

We also like the idea that at some future time we could go to a tablet based system and perform our data entry directly rather than re-creating from paper, but that day is still a ways off for us.

The reports seem to do all we need, but we still find ourselves playing the old, “I know it’s in there, but how do I get it out” game. Fortunately the program and screens are sufficiently user friendly that one of the administrators can usually find the right answer in short order.

I was particularly impressed by the rapid turn around your technical support provided on any problems that we uncovered and changes that we requested. They were simply outstanding in their willingness and ability to work with us.”

— *Jim Mc Loone,*
Bergenfield Volunteer Ambulance Corps

More User Quotes on Next Page

C O R P O R A T E T E C H N O L O G I E S L L C

Box 333 • Ramsey, NJ 07446 • Voice: 201-934-0125 • Fax: 201-934-0220
Email: info@EmergencyServicesSoftware.com • www.EmergencyServicesSoftware.com

User Quotes

“ We have been working with ESS/Ambulance for just about a year now. We chose ESS/Ambulance to fill our software need because of the vast amount of information it provides and the way it breaks data entry down into smaller, easy to use functions. ESS/Ambulance allows us to keep track of all our squad functions from daily call tracking to member information and certification status and even vehicle and supply information. In this first “break-in” period we have already saved countless man hours sorting through piles of paperwork. We can even track information that we did not track before using this software.

The Wanaque First Aid Squad had tried to implement previous computer programs, but ESS/Ambulance is the only one that succeeded. ESS/Ambulance software has been well accepted by our members and is used on a daily basis to enter call information, track duty hours and keep our members up to date on their LOSAP status. On a more administrative note, ESS/Ambulance allows the officers to easily keep an eye on member’s certifications and notify them when they need to recertify, keep an in-depth eye on the status of our rigs and help keep them in service. Additionally, we can easily send our information to the state for reporting purposes.

If you’re looking for a program to help your squad save time and run more efficiently, take a serious look at ESS/Ambulance. With our input, ESS/Ambulance has and continues to mold the system to fit our needs. Every time we come up with something new, we make a call or send an email and it is done within a few days... working as we wanted.”

— *Daryl Gordon, 1st Lieutenant,
Wanaque First Aid Squad*