

Following on from our last update in June, ECHO has reached a milestone in its development and we are close to bringing the service into operation.

Here's a snap shot of ECHO's progress:

Electronic Call Handling Operations Ltd (ECHO)

Founded 2017



Pilot testing of automated solutions

2017 – 2019



Appointment of ECHO service partner

Oct 2019



Expressions of interest

Nov 2019.....



ECHO 'go-live' Feb/March 2020.....



NPCC policy – auto call handling April 2020.....

We have been busy raising awareness of ECHO at several industry conferences, including the NSI Summit, the BSIA sector meetings, STORM Police user conference' two company conferences at BT Tower, London for both UTC and EMCS and the AIM conference at Wigan FC.

Friday 25th October was a milestone date for ECHO as we announced the service partner that will deliver the electronic call handling service. AVR Group will partner with ECHO to deliver our ambitious plans over the coming years. The appointment follows a rigorous due diligence exercise involving both technical and operational scrutiny by ECHO Directors and fellow industry leaders over several weeks of meetings and calls.

Now our partner has been announced, we can concentrate on completing the 'connectivity' of ECHO to both the Police and ARC's; work which has already been in progress behind the scenes.

We are looking for ARC's to get 'ECHO' ready and this will be a focus for us at our conference on the afternoon of 13th November in London, which includes presentations from key partners of ECHO along with a Q&A session. A must attend event. To register, click [here](#).

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