

User report

The German Red Cross (GRC) – Germersheim



**CAS Configurator** Merlin

Quick and reliable planning for paramedic services  
using CAS Configurator Merlin



# CAS Configurator Merlin deployed by the GRC Germersheim

The German Red Cross Germersheim is one of the first local associations to deploy a digital configurator to support event organizers.



Whether a fair, carnival parade or sports event, in the event of an emergency it is the local helpers and paramedics whose vital contribution to society saves lives and enables them to competently assess a dangerous situation.

But according to legal regulations, just how many paramedics are you going to need and what do you need to be aware of? These are typical questions that event organizers often ask themselves. And the GRC Germersheim can now use their digital system to look up the answers to such questions and more.

Enquiries from the town and surrounding areas reach the GRC control center in Germersheim on a regular basis: "We get calls from all kinds of people, for example, the chairman of the local music society through to the organizing team of a large fair", explained Stefan Kapp, member of the GRC Germersheim's board. They all want to know the same thing: What do we need to be aware of regarding the provision of medical services for our event? For example, what kinds of rooms do we need to make available for patients and paramedics alike? And not least: How much will it all cost?

## Individual cases are always crucial

"The answer to this question varies from case to case", explained Christopher Stangohr, the Standby Duty Manager. The reason: There is a host of criteria associated with the provision of emergency medical services. According to Stangohr, this can typically include, for example: The number of visitors you are expecting, the size/area of the event, general risk analysis as well as the number of VIPs with bodyguards – this can include high-ranking politicians or pop stars who may come to your event.

## The configurator provides you with this information at the touch of a button

And so as one of the first local branches of the Red Cross in Germany, they decided to exploit their options for digitalization in this area - thus the decision was made to deploy CAS Configurator Merlin from CAS Software AG.



Working on the basis of the so-called "Maurer Algorithm", the configurator creates a specific recommendation for planning local deployments. "The user only has to enter the relevant framework data and the configurator takes care of the rest at the touch of a button", as Christopher Stangohr knows from experience. Typically, a quote includes information on the numbers of paramedics required for an event as well as details on any other resources that might be needed such as ambulances, treatment rooms/areas or communications requirements.

## Overview and increased flexibility save you time

"What we really like about the system, is the time-saving and intuitive generation of contractual documentation which is free of omissions and errors – as well as a clear overview of all costs", stated Christopher Stangohr. Headquarters in particular is very pleased with the benefits of system, especially the flexibility. CAS Configurator Merlin enables users to create tailor-made quotes with no fuss, regardless of how particular an event organizer's requests may be. Consequently, the old ways of working and the references to price lists which were often unclear and confusing are now a thing of the past.

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» People who are not trained to think like this find it hard to see what the real issues are and appreciate just how much effort and work is involved in deploying a paramedic service.

Our goal was to make the existing complex processes for quote creation much simpler. And significantly increase transparency for event organizers. «

**Christopher Stangohr**

Standby Duty Manager and Youth Leader  
GRC Germersheim

In addition, freshly created quotes now look more professional and visually appealing: "Our partners and customers receive documentation from us which has been customized automatically to include our logo and other relevant details of the GRC Germersheim."

▼ The CAS Configurator Merlin user interface has been customized to suit the requirements of the GRC.

The screenshot shows the CAS Configurator Merlin user interface for the Deutsches Rotes Kreuz Ortsverein Germersheim e.V. The interface is divided into several sections:

- Header:** Logo of the Deutsches Rotes Kreuz Ortsverein Germersheim e.V. with the tagline "Ein Verband wie eine Festung".
- Navigation Bar:** Cockpit, Katalog, Angebot, Konfiguration.
- Main Content Area:**
  - Angebotsübersicht:** Shows a list of services. The selected service is "1 Sanitätsdienst" with a price of 535,00 €.
  - Konfiguration:** Details the configuration of the selected service.
    - Register 1:** Shows the configuration for the first register.
    - Helferstunden:** Lists the number of volunteer hours for different roles: SAN (50,00 h), RS (0,00 h), RA (0,00 h), NA (0,00 h), and EL (10,00 h). The total cost for these hours is 535,00 €.
    - Fahrzeuge:** Shows the number of vehicles. The selected vehicle is KTW (ambulance) with a quantity of 1.

## Feedback has been positive so far

Stefan Kapp, Member of the Board, is very pleased with the positive feedback from the event organizers:



*» Event organizers are delighted with the speed, clarity and transparency of our information. It helps them to plan and prepare for their events to the best of their ability.*

*It was worth implementing the configurator for this reason alone – quite apart from the ease of use and time saving for our members. «*

**Stefan Kapp**

Treasurer GRC Germersheim



## For more information:

[www.drk-ov-germersheim.de](http://www.drk-ov-germersheim.de)

[www.cas-merlin.com](http://www.cas-merlin.com)

## For more testimonials:

[www.cas-merlin.com/referenzen](http://www.cas-merlin.com/referenzen)

## CAS Configurator Merlin at a glance:

- ✓ Product and quote configurator for the easy management of quote and sales processes
- ✓ Central pooling and knowledge sharing of all employee data in the configurator software
- ✓ Simple and intuitive quote creation – for error free quotes!
- ✓ Enables a quick turn around for individual enquiries

**Find out more now**

Are you interested in quote and contract configuration?  
We're here to help!



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