The Guardian Emergency Services Hub

Minimise costs, maximise collaboration

Balancing your budget without compromising operational efficiency can be a daunting task. Your service's control room solution must not only remain effective across an ever-changing technological landscape and keep up with increasing public demands, but should also enable you to collaborate closely with neighbouring services - which is often a necessity during large-scale emergencies.

The Guardian Emergency Services Hub is an innovative deployment method which enables you to share a powerful ICCS and CAD solution with other services, while still maintaining your own service-specific configurations and preferences. By leveraging one platform across multiple organisations, you can facilitate a consistent, standardised response through uniform operating procedures, workflows and data formats. This enables disparate agencies to exchange information easily and assign resources efficiently during joint operations or mutual aid scenarios. Similarly, participating services can adopt a collaborative approach to development - resulting in a platform which keeps up with your needs.

Use a Hub model to enhance operational capabilities, improve service delivery and future-proof your investment - all at a reduced cost.

CONFIGURATION OPTIONS	
Operational users	- Call history - Contacts directory - Quarterly updates of base maps under the Public Sector Geospatial Agreement (PSGA) - Change-only quarterly updates of Gazetteer from the AddressBase Premium database supplied under the Public Sector Geospatial Agreement (PSGA).
Admin privileges	Agency administrators have a global view of the platform and will have visibility of the combined data set for all instances: - The stations and divisions - The resource types - The entire personnel list - The crew types - Equipment list - Qualifications of personnel - Lists of shift types - Additional addresses added by each tenant

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CONFIGURATION OPTIONS (CONT.)

Individual parameters	As an instance, each agency can individually define the following: • Predetermined attendances (PDAs) • Action plans • Responses: linking a PDA and/or action plan to an incident type, gazetteer location, polygon area, or time rule • Risks and other information related to locations • Stations and divisions • Personnel • Contacts directory • Resource types • Crew types • Ranks • Equipment list • Qualifications • Shift types • Cover monitoring • Additional gazetteer entrie • Standby points • Security groups and users • List of talk groups • Display format for resources and call signs (officers and appliances/vehicles) • Incident number format
Shared parameters	As an instance, the shared parameters are as follows: • Incident types • Incident priorities and incident colours • Incident final classifications • The titles of additional incident location types (such as rendezvous point, access point, holding area) • Reasons for incident closure • Call sources (e.g. 999, police, ambulance, fire) • Custom incident queues (e.g. Controlled Burning, Flooding, and Lone Workers) • Custom incident log entry types • Resource statuses, status rules, allowed status transitions, status colours • List of crew riding positions (e.g. driver, pump bay operator) • Conditional availability templates – each agency configure their own, but when adding to a resource, the whole list across all agencies will be available • Format of pre-formatted mobilising, standby etc. messages sent to mobile devices, to station end equipment, etc. • Hotkeys • Alerts settings • General configuration items

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