

# Hertfordshire Fire and Rescue Service

Deploying the Guardian Public Safety Solution:  
A seamless cutover and successful go-live

Imagine cutting over to a major ICCS and CAD upgrade in shared deployment with other Fire and Rescue Services, and experiencing a major emergency just a few hours after go-live. Would your FRS be ready? This happened to Hertfordshire Fire and Rescue Service (HFRS) – but thanks to their careful planning and preparation, they met the moment flawlessly.

Located in Southeast England, Hertfordshire Fire and Rescue Service (HFRS) is responsible for the safety of the county's 1.2 million inhabitants and 634 square miles of diverse rural and urban areas. With 29 stations around the county, from Royston in the north to Watford in the south, HFRS attends around 11,000 incidents a year and is committed to continuous improvement and development to meet the evolving risks facing their community.

In 2024, HFRS elected to join a “Hub” deployment of the Motorola Solutions Guardian public safety solution alongside its neighbours Norfolk FRS (NFRS) and Suffolk FRS (SFRS). In this model, the three adjacent FRSs share an Integrated Communication Control System (ICCS) and Computer-Aided Dispatch (CAD) solution, while still maintaining their own service-specific configurations and preferences. By leveraging one platform across multiple organisations, the three FRSs can facilitate a consistent, standardised response through uniform operating procedures, workflows and data formats. This enables the FRSs to exchange information easily and assign resources efficiently during joint operations or mutual aid scenarios – while also saving taxpayer money.

All three FRSs worked closely with the deployment team at Motorola Solutions to enable a smooth transition from their legacy systems to the new cloud-based platform. The deployment demonstrated the importance of seamless communication and data sharing across agencies, enabling uninterrupted service during the transition.

Nowhere was this collaboration more evident than during the go-live period itself, which represented a culmination of months of preparation. This was even more crucial because HFRS’s go-live was split across two locations – the primary control room in Stevenage and the secondary in St Albans.

To manage the complexities of this dual-site deployment and help ensure uninterrupted service, HFRS and Motorola Solutions executed a meticulously-planned, multi-phase strategy.

## Foundations for resilience: Preparation & strategy

Shortly after the contract was signed in late 2024, key members of HFRS started meeting regularly with their dedicated Motorola Solutions contacts to define responsibilities and actions for both organisations. Thanks to a clear project scope and well-organised roadmap, the first FRS in the Hub went live after only 317 working days.

Over 10 Motorola Solutions employees arrived onsite the day before go-live, including product management, technical subject matter experts for different elements of the platform, and technical support staff covering issue escalation and management.



A streamlined cutover,  
in numbers

17

senior project board meetings

103

project management touch points

364

product management actions

To help ensure the uninterrupted provision of the 999 service during the cutover, the teams established constant contact to coordinate key actions, address bugs, conduct tests, and manage shift changes. They maintained this coordination via a live video feed projected in each room across both sites, and multiple dedicated Teams chats, in addition to a comprehensive spreadsheet detailing all ongoing open questions and answers.

## Seamless migration: The go-live execution

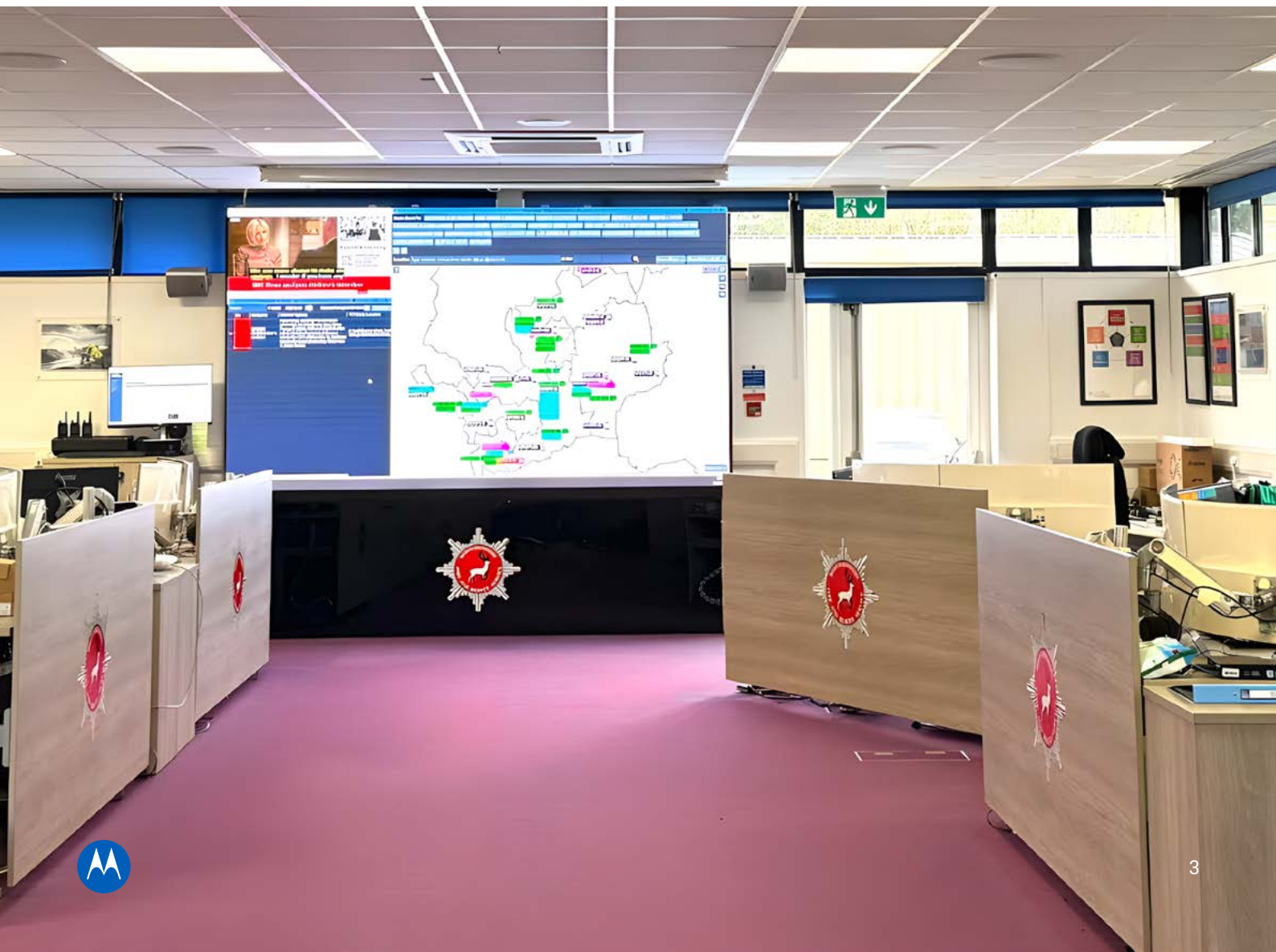
Both teams agreed to start the cutover at Hertfordshire's secondary control location in St Albans, so the primary control room could act as a backup in the unlikely event of any unforeseen circumstances. Starting at 7am, the teams performed their final checks, which included completing test mobilisations and ensuring the telephone lines were ready for the change. At 9am, after agreement from both the Motorola Solutions and Hertfordshire FRS project groups, the new system went live. The first emergency call came in at 9:22am, and was

easily answered by an operator using the Guardian ICCS platform – in part due to the extensive training they had received in advance of the launch.

Throughout the day, Motorola Solutions held multiple checkpoints with senior HFRS leadership, to brief them on the process and answer any questions they had.

## Real-world validation: From activation to major incident

Around lunchtime, a few Motorola Solutions support staff were moved across to the primary location in Stevenage, where they performed the same checks and also enabled the Guardian Hub model with SFRS and NFRS. To everyone's surprise, the Hub model was needed only a few hours after going live; a large-scale house fire required call handling support from both SFRS and NFRS, and HFRS ultimately deployed over 30 resources to manage the incident. The Hub functionality worked exactly as expected, enabling the FRSs to efficiently coordinate their response and provide firefighters with more context on-scene.



## Proving the concept: Operational success & scalability

For the days immediately following the cutover, the Motorola Solutions team established themselves in the incident control room, answering questions from operators and troubleshooting any issues in real time. To give HFRS operators the time to debrief and decompress after the incident during the previous night's shift, leadership enabled the Hub functionality again for half an hour so SFRS could handle any incoming calls for HFRS.

The go-live was so smooth that the project team covering the control room's night shift on Thursday was stood down an hour early. Finally, on Friday afternoon, key project team leaders from both HFRS and Motorola Solutions met to discuss any remaining issues, who HFRS could contact for help over the weekend, and future touchpoints between the two teams.

Daren Cook, Assistant Chief Fire Officer at Hertfordshire Fire and Rescue Service, says "Emergencies aren't restricted by borders, and our responses shouldn't be either. Working closely with Norfolk and Suffolk is already leading to more efficient and effective responses, and the chance to share knowledge on how we're using this new technology has been incredibly valuable. Within hours of the hub going live, we saw the benefits, as Suffolk FRS operators took calls and managed dispatch for Hertfordshire FRS during a large structure fire incident."

## The blueprint for a connected emergency response

The successful and frictionless deployment of the Guardian public safety solution marks a significant milestone for HFRS. By embracing a collaborative Hub model and a cloud-based platform, HFRS has not only modernised its emergency response infrastructure but also strengthened its ability to provide mutual aid to neighboring counties. This transition, characterised by careful planning and seamless execution in close partnership with Motorola Solutions, serves the residents of Hertfordshire with a more resilient, efficient, and interconnected FRS equipped to handle tomorrow's demands.

## The Guardian Emergency Services Hub: Delivering critical outcomes for HFRS

### Seamless multi-agency coordination

Shared platforms enable consistent workflows and resource sharing across neighboring services during mutual aid scenarios.

### Operational resilience

Cloud-based infrastructure and Hub model reduce downtime and provides continuity during high-pressure situations.

### Accountability and transparency

Standardised reporting between FRSs builds trust with communities and stakeholders.

