

BEDFORDSHIRE FRS IN CLOUD FIRST

Following the pioneering lead of Bedfordshire Fire and Rescue Service, more UK agencies are reaping the benefits of cloudifying their control room operations.

As reported in the last issue of MISSION-CRITICAL INSIGHTS, Bedfordshire Fire and Rescue Service has taken the decisive step to future-proof its control room operations with Motorola Solutions. Handling over 15,000 emergency calls a year, it's the first fire and rescue operator in the UK to deploy CommandCentral CRS – our fully integrated mission critical communications platform that can be hosted either in the cloud, on-premise or a combination of the two – as a hosted solution.

By cloudifying its control operations, Bedfordshire FRS can benefit from significant operational and tactical efficiencies that allow station staff to focus on optimal service delivery. These range from faster case processing and more intelligent reporting to future resource sharing and collaboration with other emergency services.

Following Bedfordshire FRS' trailblazing launch this month (November 2021), a significant number of UK fire and rescue, police and government agency operators are currently taking delivery of CommandCentral CRS. We'll keep you informed as further systems go live.

UNCHAINING THE CONTROL ROOM

Cloud technology is encouraging police and emergency services to rethink traditional ideas about the control room. Delivering greater operational resilience and flexibility, shifting operations into the cloud affords the opportunity to improve processes that can help to reduce time spent processing case data and enabling more effective use of all available information. What's more, decentralising control room operations allows personnel to access resources from virtually any location – whether it's a backup site or an ad hoc incident room at the scene of a major incident.

We've recently published a white paper that explores evolving ideas about the control room and outlines the benefits enabled by CommandCentral, our cloud-hosted platform that streamlines call handling and management workflows for forward-thinking emergency services operators.

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WE'VE DONE IT! A TINY PIECE OF HISTORY MADE WITH THE SUCCESSFUL LAUNCH OF THE FIRST UK FRS CLOUD HOSTED MOBILISING SYSTEM.

DAVE SMITH

STATION COMMANDER, FIRE CONTROL
BEDFORDSHIRE FIRE AND RESCUE SERVICE

Download or read the white paper.

<https://bit.ly/nextgencontrolroom>

