



MOTOROLA SOLUTIONS

BEDFORDSHIRE FRS FIRST INTO THE CLOUD

Taking over 15,000 emergency calls every year, Bedfordshire FRS aims to be the first UK fire & rescue service to future-proof its control room operations with our cloud-based CommandCentral CRS solution.

“When it came to evaluating new solutions we weren’t specifically looking at the cloud as our only route” notes Project Manager David Dawe. “But when we saw what CommandCentral CRS enabled us to do it suddenly made sense.”

“We’re looking forward to a much smarter, more efficient system that will empower staff to get the job done better in risk critical situations”

says Control Room Manager Dave Smith. “A big benefit of shifting from on-premise to cloud is reconfigurability, with the ability to be in control at all times. The power is in our hands: we can make changes whenever we want, without having to pick up the phone to Motorola Solutions every time.”

CommandCentral CRS scored strongly over other solutions with its ability to issue real-time alerts and updates that fire and rescue crews must acknowledge via their MDT as an incident progresses. The system can also provide management with daily reports on turnout times and other KPIs. With deployment of the new system scheduled for Autumn this year, Bedfordshire FRS is already looking forward to the possibilities of collaboration and resource sharing. “We see the cloud as a major enabler to partner with other fire services” says

David Dawe. “In the event of a major incident operators at other services in a totally different location, we can help share the load with our own teams – and vice versa.”

