

Brochure

# Transform your emergency response, from first contact to closure

The Guardian public safety solution for fire



Control room staff are often tasked with managing multiple, high-stakes situations simultaneously.

Technology should minimise their stress, instead of adding to it - but in a landscape of budget cuts and high staff turnover, it isn't easy to balance the benefits of new software with the challenges of migration, deployment and maintenance. That means your teams are frequently forced to work with stagnant, outdated on-premises software which can't keep up with the evolving demands of modern fire and rescue services (FRSs), leading to more burnout and stress.

Our Guardian public safety solution is designed to simplify every step of your FRS's response workflows through a centralised, cloud-hosted platform containing an Integrated Communication Control System (ICCS), Computer-Aided Dispatch (CAD) system and mobile data platform. Whether you're deploying for the first time or upgrading to a newer version, we collaborate closely with you to tailor processes and plans to your FRS's needs - so while your operators and front line staff get the essential tools they need to keep their community safe, we'll also support your IT staff as they maintain your mission-critical systems.





# Guardian Integrated Communication Control System (ICCS)



## Accelerate and optimise your emergency response

Guardian Integrated Communication Control System (ICCS) goes beyond industry-leading telephony and radio dispatch capabilities, so you can get the right resources to the right places more quickly than before. AI audio enhancement enables you to catch every word the first time around. Instead of asking for the same information multiple times, you can now replay a conversation instantly from your browser, as soon as it's concluded. Then, when you're ready to deploy resources, use our built-in people directory to find and contact specialist units in seconds - resulting in a safer, more efficient response for both the public and your officers.



### Cut through the noise

Arranging an incident response requires complete focus. However, it can be hard to maintain your concentration while also ignoring the background noise which often accompanies emergency calls. Guardian ICCS' AI audio enhancement filters out unwanted chatter, so operators can simultaneously reduce their cognitive fatigue and improve response accuracy.



### Get straight to the details

Obtaining the right information is crucial when deploying resources to a scene - but callers are often highly distressed and may not relay details in a linear fashion, leading to needless delays. Using instant playback, you can repeat key information - such as names and addresses - as many times as necessary, so your callers don't have to. These recordings can also be sent directly to the front line, enabling a quicker response.



### Coordinate specialist support in seconds

Calls to your FRS won't necessarily end there. Large-scale responses require close collaboration with other agencies; the built-in Guardian ICCS contact directory enables you to quickly identify key partners, including police and EMS, then inform them of the incident with minimal clicks. You can reduce response times even further by configuring hotkeys to auto-dial frequently-used contacts.



# Guardian Computer-Aided Dispatch (CAD)

## Empower your control room staff

Guardian Computer-Aided Dispatch (CAD) is purpose-built to make mobilising as frictionless as possible for your control room staff. By combining flexible settings fully manageable by your admin team, an intuitive design which reduces operators' cognitive load, and integrations to other key third-party systems, you can simultaneously improve the working environment for your call handlers and stay compliant with standards and best practices - all while minimising response times.



### A system that evolves with your FRS

Regulatory guidance and internal best practices change over time: Guardian CAD has the flexibility to grow with them. System administrators are given the autonomy to configure almost every element of the platform themselves, including incident management, action plans and proformas - so you can make changes as and when you need them, without having to raise a ticket or allocate extra budget.



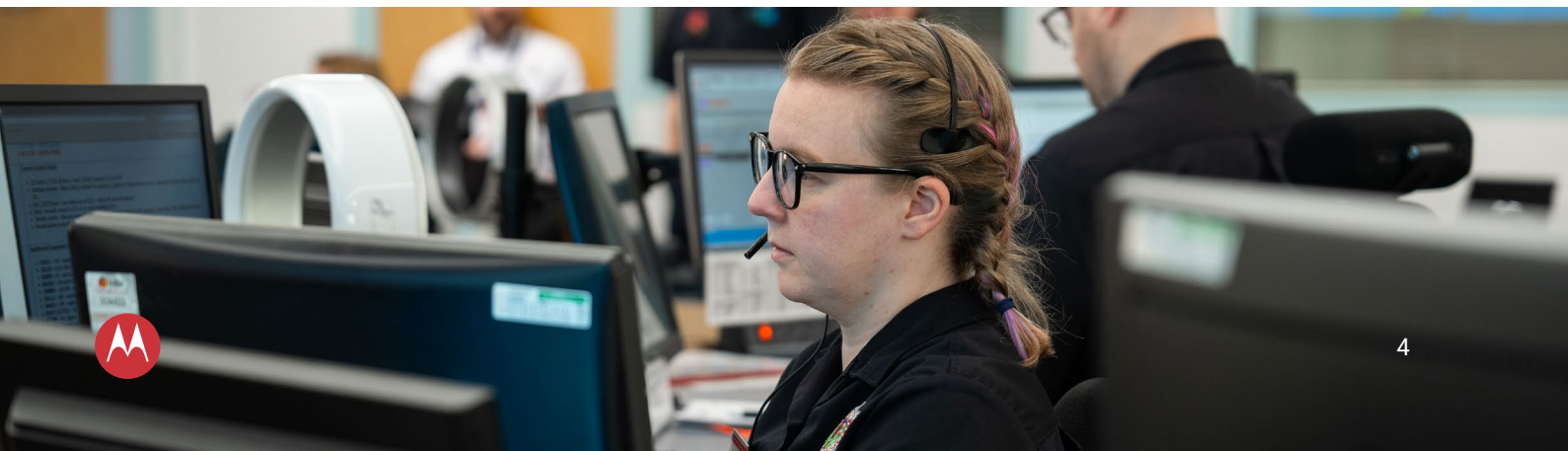
### Human-centered design, computer-assisted experience

Guardian CAD combines a simplified user interface with powerful automation to alleviate the cognitive demands on your operators and reduce training costs. Large buttons, intentional color schemes and simple menus enable your team to identify important information and act on it quickly, eliminating unnecessary keystrokes; our sophisticated recommendation tool will also suggest the quickest and most appropriate resources to mobilise to reduce decision fatigue.



### Better integrations for more effective mobilisations

Draw on information from third-party systems to make more contextualised decisions, and reduce data errors caused by avoidable double-entry. Guardian CAD has connections to major fire systems and modules, including ORH's dynamic cover tool, What3Words, Firewatch, Fire Service Rota and Gartan - so you can get the right resources to the right places as efficiently as possible.





# Guardian Mobile



## Leverage mobility to transform your fireground response

Guardian Mobile is an Android, iOS and Windows platform designed to equip FRSs with the tools their teams need to respond safely and quickly, no matter their specific job duties or location. By centralising and mobilising key incident command tasks and information into one intuitive, source-agnostic user interface for use on a Mobile Data Terminal (MDT), phone or laptop, your firefighters can use better data to make better decisions in the moment, while supervisors and dispatchers can coordinate remotely with the full context of a rapidly-evolving incident.



### Arrive on-scene informed, aware and fully briefed

Get comprehensive information on an incident while you're still on the move. Send real-time data from your CAD, including incident location and nearby resources, straight to your vehicle so you can start planning your response ahead of time.



### Manage every stage of an incident from the field

Incidents aren't static - which means your response shouldn't be, either. Understand all elements of an unfolding situation and build a common operating picture across different roles and agencies, so you can dynamically assess risks and assign tasks with confidence. Improve future responses by debriefing more effectively with a visual timeline of events as they unfolded.



### Easily stay in the loop at the station

Your incident response can't stay solely on the fireground. Keep dispatchers, call takers and off-duty staff updated, and enable remote supervision, via browser-based access to high-level incident information.





## Minimise costs and maximise collaboration with the Guardian FRS Hub

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 FRS Hub is an innovative deployment method which enables you to share a powerful ICCS and CAD solution with other FRSs, 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 FRSs 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.





# A better emergency response starts with a modern control room

But it doesn't end there. From body cameras and in-car video systems, to mission-critical TETRA radios and fixed video, our technology can revolutionise the way you keep your community safe.

Because at Motorola Solutions, we build and connect safety and security technologies in a never-ending pursuit to strengthen safety everywhere. Individually, our solutions enable public safety agencies and enterprises to help protect people, property and places. Connected, they enable the collaboration that's critical for a proactive approach to safety and security.



To learn more, visit:

[motorolasolutions.com/guardian](https://motorolasolutions.com/guardian)



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