

PageOne Case Study



London Fire Brigade

A fully integrated app-based alerting solution for one of the largest firefighting and rescue services in the world.

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London Fire Brigade (LFB). One of the largest firefighting and rescue organisations in the world.

Operating 24/7 LFB need a messaging and alerting system that is reliable, flexible and accessible, as every second counts when a critical incident arises. Having been a PageOne customer for a number of years, LFB were looking to improve their alerting flexibility, accessibility and robustness.

What was the project?

The requirement for LFB was for an 'App' to deploy across the brigade smartphones, with capability to connect to GSM and Wi-Fi to improve in-building coverage. In addition, the solution would need to support the sending of SMS messages to Fire Appliances business continuity handsets.

Whilst the majority of messages would originate from the recently upgraded 'Vision' Command & Control system (provided by Capita) LFB also required the ability to send messages from the desktop for those users outside of the Control Room.

The Challenges.

As LFB cover such a large area (620 square miles), containing every type of fire risk, the system needs to be flexible to cope with varying WiFi and GSM coverage. LFB ensured they undertook a comprehensive evaluation of the network coverage across the brigade estate, and also sampled message delivery on a national basis to ensure satisfactory coverage was achieved. Proven integration with the Vision system was a pre-requisite to ensure a streamlined messaging workflow.

The Solution

LFB are rolling out PageOne's Responder smartphone App solution to its officer's mobile devices. Two-way integration to the 'Vision' Command and Control system is being enhanced and a new Priority Alert feature has been developed to enable urgent mobilisation messages to be delivered distinctly from other messages. PageOne's integrated desktop Connect service has been provided to enable App and SMS messages to also be generated from within the Brigade's desktop Citrix environment.

What benefits have been realised?

Many staff will now only have a single device to carry, meaning there is a reduction in device costs and maintenance. Improved coverage and message throughput with real-time acknowledgement and response direct to the Vision Command & Control system will help improve mobilisation and deployment of resources. The Responder app can also be deployed and managed via the brigade's Mobile Device Management (MDM) system to reducing admin overhead.

"There's a reduction in the management and maintenance of devices as there are less to look after, meaning lower overall costs, as staff now carry a single device. Knowing messages are received and read, and with a user's response and acknowledgement directly fed back into the Vision system will help improve the efficiency of incident handling within London Fire Brigade."
Technical Business Change Manager, LFB

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