



BLUE-LIGHT

CRITICOGROUP.COM

# Case Study: London Fire Brigade



**Critico**

Communication  
without compromise.





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





## The Challenge

The requirement for LFB was for a smartphone 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, LFB also required the ability to send messages from the desktop for those users outside of the Control Room. Proven integration with the Vision system was a pre-requisite to ensure a streamlined messaging workflow.

LFB cover 620 square miles, therefore our solution needed to be flexible in order to cope with varying Wi-Fi and GSM coverage. LFB ensured they undertook a comprehensive evaluation of the network coverage across the Brigade's estate, and also sampled message delivery on a national basis to ensure satisfactory coverage was achieved.



## The Solution

LFB have fully adopted and rolled out Critico's Responder Smartphone App solution to its officer's mobile devices. Two-way integration to the 'Vision' Command and Control system has been enhanced and a new Priority Alert feature has been developed to enable urgent mobilisation messages to be delivered distinctly from other messages.

Critico'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.





## Evolution & Development

Many staff 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 reduce admin overhead.

## Feedback

London Fire said: "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."





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