Case Study: Fire & Rescue

Critico

Communication
without compromise.

A transformative app-based solution from Critico for enhanced critical communications delivery within the fire & rescue service.

The Challenge

To migrate from the incumbent smartphone mobilising app and solution with a stated requirement for a 6-month implementation plan, which would include a period of parallel running between the old and new solutions. Approx. 800 end users required to change from something they had been used to.

Integration was required with the Thames Valley Fire Control Command & Control system, to allow fully automated alerting. The fire services have slightly different requirements in terms of the way their officers and firefighters are mobilised, which required them each to be configured uniquely.

The Solution - Responder Smartphone App

After a competitive tender process, Critco, were awarded a 3-year contract for the supply of our Responder app to 800 users. The primary method of sending messages is fully automated from the Command & Control system, utilising Critico's REST API.

Mobilisation messages are delivered to the end users smartphones, using the Responder app's Priority Alert feature, to ensure mobilisation alerts override silent and/or Do Not Disturb settings on the end user Android and iOS devices.

The Status feature in Critico's Responder App allows certain users to assign themselves to a particular fire station and ensures alerts sent to the fire station(s) will go to staff permanently attached to the station and those users who have temporarily assigned themselves to that station via the Status feature.

Whilst most messages would originate from the Command & Control system, additional resilience using Criticos web-based Connect messaging service has also been provided. This allows all alerting to continue, should the main system fail. Critico Connect also gives relevant staff administration capability e.g. configure/update Groups/Contacts and for checking/audit of message delivery and read receipts.
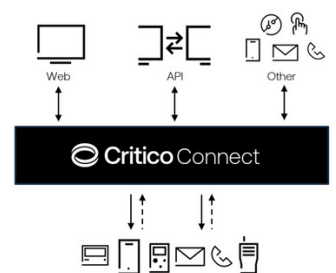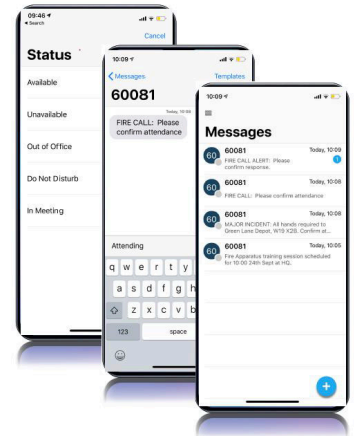
Project plan

Post-contract award, Critico worked with the FRS's to agree and finalise the configuration, set-up, implementation and testing, in line with an agreed project plan.

Critico engaged early with the Command & Control system provider and TVFC, to ensure the requirements for integration were met.

User Acceptance Testing (UAT) was initially led by both FRS ICT departments and was then extended to several targeted user groups, prior to being rolled out to all users.

A short period of parallel running concluded with the FRS's going fully live with the Critico solution, within the agreed implementation plan timescale.

Feedback

Critico hold regular service review meetings with the FRS's. These allow for regular feedback from the customer and the Oxford FRS project manager was happy to volunteer in one of these reviews – "the general feedback from the users, was that the Critico Responder app/service, was a revelation" and the Bucks FRS ICT Manager, said – "we have received only positive feedback from the users".

Critico

UK Office

12th Floor GW1
Great West House
Great West Rd,
Brentford, Middlesex
TW8 9DF
United Kingdom

Phone: 020 8914 5000
Fax: 020 8914 5001

criticogroup.com
sales@criticogroup.com

IE OFFICE

Unit 15
Grattan Business Park
Clonshaugh
Dublin 17
D17 TK50
Ireland

Phone +353 (0)1 6708555

Critico

Communication
without compromise.