



# Case Study: DerbyNotts Fire & Rescue





BLUE-LIGHT

CRITICOGROUP.COM

# A resilient, next-generation station-end solution for joint Fire & Rescue operations

## The Challenge

### Joint Operational Resilience

Operating under a shared control arrangement, the services required station-end equipment capable of delivering consistent 24/7 performance in support of emergency mobilisation.

The solution needed to provide confidence in its robustness and reliability, ensuring uninterrupted service to the communities of Derbyshire and Nottinghamshire.

### Strategic Procurement

The tender process was comprehensive, with clearly defined operational and business requirements assessed across multiple parameters.

Beyond technical compliance, the services sought a supplier capable of building a collaborative, long-term partnership - one that would bring confidence, engagement and future-focused thinking.



## The Solution

The solution centres on a resilient configuration, to provide monitoring and control of station sites. At each location a paging transmitter, dual power supplies and flexible input/output modules support local equipment control and alerting..

Together, the network architecture forms a synchronised regional paging network, extending coverage and enhancing operational resilience across both services

### Multi-Bearer Continuity & CAD Integration

The platform supports dual primary connectivity with automatic fallback to inter-site POCSAG radio transmission should primary connections become unavailable.

Fully integrated with the services' CAD environment, mobilisation requests are supported by real-time monitoring and feedback. Integration with Critico's multi-channel messaging platform further enables flexible alert delivery - ensuring dependable mobilisation in all conditions

## Evolution & Development

### Built for Long-Term Operational Readiness

The deployment of Critico's Station-End Equipment marks the beginning of a long-term partnership focused on resilience and continuous improvement.

The architecture provides flexibility for future system integration and evolving mobilisation requirements, ensuring the joint services can adapt their communications capability as operational needs change.

### Enabling Greater Control & Visibility

Through full CAD integration and multi-channel alerting capability, the solution enhances oversight of mobilisation workflows, supporting more responsive resource deployment.

The layered resilience model ensures communications continuity even in the event of network disruption - strengthening operational confidence across both counties.

## Feedback

### Partnership & Professionalism

Throughout the procurement and implementation process, senior representatives highlighted the strength of engagement and the quality of collaboration demonstrated.

The services sought a supplier capable of delivering innovation, adaptability and professionalism - underpinned by a clear understanding of operational realities.



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