DORSET & WILTSHIRE FIRE AND RESCUE

Service Overview

The combined Dorset & Wiltshire Fire and Rescue Service (DWFRS) delivers a range of prevention, protection and response services to over 1.45 million residents across four local authority areas. The Service employs over 1,000 full-time and on-call firefighters who work across 50 stations. They have more than 70 fire engines and a large number of specialist support vehicles, equipped to deal with a wide range of emergencies – including fires, road traffic collisions, flooding and water rescue, animal rescue, rescue from height, and assisting colleagues in the police and ambulance service.

Mobility on the Frontline

Mobile devices provide vital information to firefighters en-route and at the scene of an incident. The devices enable the crew to send status updates to command and control centres, receive risk assessment details, get updates on the occupancy of the premises and be directed to nearby hydrant locations. Demountable devices, in the back of appliances, are used to provide fire crews with detailed schematics of vehicles to help them rescue trapped people, safety data on any chemicals stored on site and other risk-based information.

A New Improved Solution

When the contract ran out on previous devices, DWFRS undertook a very detailed evaluation of the mobility marketplace. The Service selected and deployed nearly 200 Panasonic TOUGHBOOK CF-33 tablets. These were placed in the front cabs of its fire appliances as Mobile Data Terminals (MDTs) and in the rear of the vehicles as mobile, demountable Risk Information Tablets (RITs) to accompany firefighters when they leave the vehicles.

TOUGHBOOK Smart Essentials software was included, to allow DWFRS to maintain the demountable devices at multiple sites. This "Smart" range of applications are all powered by B2M's Elemez Platform. Elemez helps the IT administrators monitor and analyse data from each device, reviewing device performance in the areas of utilisation, signal strength, battery life, network performance and application usage. As new modules were released by B2M, the Service adopted them and, over time, have seen the use and potential of the data grow exponentially.

Business Challenges:

The challenges of managing mobility were numerous:

- **Guaranteeing access to vital information needed** to best tackle an incident.

- Ability to **measure utilisation and demonstrate ROI**

- Quickly spot **lost or stolen devices**

- Giving firefighters absolute confidence in their tech by **ensuring software updates don't disrupt access to the devices**

- **Maintaining visibility of devices and performance across multiple sites.**

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Summary

Working in a long term Partnership

Working with Panasonic's partner B2M, these devices are remotely monitored 24x7 to allow the fire service to efficiently maintain them at all times.

B2M were the first company to go beyond mobile device management to achieve true real time insight and analytics. They have worked with the technology manager to help him realise the potential in the data that was otherwise untapped.

> "The potential and power of the data is unlimited. By using this solution, we have been able to go beyond Mobile Device Management Systems to transform IT support from reacting to problems, to being proactive and preventing issues before they affect vital communication in the field."
>
> **Daniel Grew**
> **Mobile Technology Manager, DWFRS**

Next Steps

Going forward, DWFRS intends to add the Elemez agent to all their operational devices. The project will roll out slowly and DWFRS is working with B2M to take advantage of the latest version of the Elemez platform.

Get in Touch

Contact us today to dramatically change how you manage mobility by going beyond MDM.

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Elemez Solutions:

Elemez meets the challenges above by going

✔ Focuses on alerts and problems which enabled the Service to pre-empt issues and solve them before affecting the firefighters' access to vital information.

✔ Gives the firefighters greater confidence in their supporting tech.

✔ Focuses on uptime and availability of mobile resources to ensure life-saving information is delivered.

✔ Gives insight into network usage, which enables adjustments to connectivity settings which, in turn, helps prevent data overages.

✔ Demonstrates the value of the investment to senior management via the utilisation data and better enables them to make future mobility investment decisions.

✔ Speeds up time for resolution by eliminating the guess work and Q&A necessary to get a full report on device health and quickly find the root cause of problems.

✔ Provides 24/7 insight and expertise to better deliver and maintain mobility provision for a round-the-clock emergency service.

Economic Benefits:

B2M can lower the True Cost of Ownership™ of Mobility by:

● **Improving worker productivity** by eliminating worker downtime and thus lost productivity costs as wages are paid for no output.

● **Resolving challenging end-user issues** by providing better tools to proactively isolate root causes and provide speedy resolutions to issues related to SIM cards, network connections, application bugs and more.

● **Recovering and redeploying underutilized mobile devices**, thereby eliminating the need to purchase replacement devices.