

PRO-CLOUD BLUELIGHT CASE STUDY COUNTY DURHAM AND DARLINGTON FIRE AND RESCUE SERVICE

About

County Durham and Darlington Fire and Rescue Service (CDDFRS) have 15 Fire Stations and are governed by a separate statutory body known as the Combined Fire Authority.

CDDFRS are responsible for the fire and rescue service across the two unitary authority areas of County Durham and the borough of Darlington, serving a population of over 620,000 people spread over almost 2,460 square kilometres. Fire cover is provided 24-hours a day, every day of the year.

All front-line fire engines are equipped with state-of-the-art rescue equipment and there is also a fleet of specialist appliances, which are used during road traffic collisions, water rescues and other specialist rescues.

Project Brief

Pro-Cloud BlueLight was developed to suit the asset management needs of the modern fire and rescue service. Right from initial discovery meetings with CDDFRS every aspect of their service and requirements were taken onboard. CDDFRS needed increased control of their assets and a full audit trail of tasks and tests completed, with safety and asset efficiency being at the forefront. Our On-boarding Team got to work, configuring the Pro-Cloud BlueLight platform to suit. The solution was initially implemented into three pilot stations and is continually being rolled out across the remaining twelve stations throughout their service.

County Durham and Darlington
Fire and Rescue Service



 **BlueLight**™
Powered by Pro-Cloud

The modules recommended were:

- Asset Management - which included all barcoding and QR code labelling for their assets, stock movement management and asset maintenance scheduling and completion with a full end to end audit trail.
- Mobile Workforce - that enabled in-field asset tracking and maintenance, real-time completion and updates of activities.
- Service hosting and training.

CDDFRS accepted Pro-Cloud BlueLight's recommendations, resulting in a solution that both manages and tracks asset movements and associated activities.



The Solution - Pro-Cloud BlueLight

Pro-Cloud BlueLight has been developed to be totally configurable in order to meet the asset management requirements of any fire & rescue service. Before 'go live' all CDDFRS assets were provided with durable barcoding labels that contained unique asset ID's for easy asset tracking. The management of assets within Pro-Cloud BlueLight is made simple by the use of an asset tree that displays asset locations and sub locations so, when necessary, assets can be found as quickly as possible.

After initial discovery meetings we were made aware that, at times, asset and test management extended across other stations in the region. Pro-Cloud BlueLight's On-boarding Team actioned this, resulting in a solution that can link, share, monitor and transfer assets in real time. Pro-Cloud BlueLight's 'roaming firefighters and rigs' allows assets held by firefighters, and on rigs, to be transferred to new stations at the touch of a button, removing the need for new test regenerations and time consuming asset moves.

The solution has been configured to send alerts to personnel via mobile devices when any testing or maintenance is required, ensuring assets are checked and safe to use at all times.



System Implementation and Training

After initial discussions and understanding of CDDFRS's requirements, the implementation process ran smoothly, with clear direction from the team at the service. Our project plan was initiated, as detailed below:

- Kick off meeting / project plan finalised
- Business discovery - understanding how the service operates and how the stations were set up
- Contract set up - the point at which we received all the data needed to implement Pro-Cloud BlueLight
- Stage site created & tested
- Stage system signed off
- Live system activated
- Contract 'go live'

After the stage system sign off our training service began with all managerial staff, providing them with clear direction on how the system worked and how, as managers, they could track and trace assets across their workforce. This training was then cascaded to staff at the pilot stations.



On-going Support

As with all our contracts we ensure the transition to Pro-Cloud BlueLight is seamless, which is why on 'go live' day, and the days following, CDDFRS received on site support from our On-boarding Team, ensuring any queries were dealt with immediately and efficiently.

As soon as Pro-Cloud BlueLight was implemented, both online and telephone support became available from our 'In-house' Helpdesk Team. The system we use for online queries is called Zendesk, which can be used 24/7, with a fully auditable ticketing trail in email form.

Pro-Cloud BlueLight Benefits

- Improves asset tracking
- Improves asset task and testing schedules
- Improves asset auditing accuracy
- Refines workshop monitoring with 'real time' data
- Creates a fully functional mobile workforce
- Improves reporting with state of the art Microsoft Business Intelligence

"It was clear from the tendering process that Pro-Cloud BlueLight was a quality product that could meet our requirements and provide a value for money solution. Since awarding the contract, the team at CSS (Europe) have proven themselves to be both responsive and supportive in their approach to working closely with our project delivery team to develop their core Pro-Cloud system into the BlueLight solution that is tailored to meet our specific needs as a fire and rescue service."

ANDREW HOPKINSON (HEAD OF ASSURANCE AND ASSETS)
COUNTY DURHAM AND DARLINGTON FIRE AND RESCUE SERVICE

