



NORTH YORKSHIRE FIRE & RESCUE SERVICE

CASE STUDY

North Yorkshire Fire & Rescue Service transforms the way their critical everyday assets are managed and maintained through the use of the Pro-Cloud BlueLight platform and its advanced barcoding procedures.

Objective

North Yorkshire FRS needed an IT system that enabled a reliable way of working, a solution that could manage and monitor assets through advanced barcoding technology and robust labelling procedures.

They also needed a solution that could set multiple testing schedules for their assets, providing prompts/alerts to test assets and reminders when tests fall outside the parameters set by the service for testing schedules.

The service awarded CSS as their IT supplier for the management of their critical fire & rescue assets. Pro-Cloud BlueLight offered them everything stipulated in their specification, enabling them to move forward and implement the solution across all their stations in a timescale that suited their service.



Pro-Cloud BlueLight modules used



ASSET & INVENTORY MANAGEMENT

This is BlueLight's core module that brings the contract complete control & real-time visibility of their catalogue of assets across their entire service. Labelling technology is used to track & trace all assets with automated unique IDs allocated to each asset.

TASK & TESTING BOARD

This module ensures all health & safety procedures are always met. The systems test scheduling procedures ensure that assets are safe, usable and remain on the rig, not hidden from visibility throughout station workshops.



MOBILE WORKFORCE

This is where the BlueLight app is utilised, which can be used on mobile devices or handheld scanners, giving a flexible style of working to your workforce.

USER MANAGEMENT

This is where all North Yorkshire's workforce details are stored and key information such as which stations they are associated with is listed.



Project Implementation

Implementing Pro-Cloud BlueLight throughout the service was completed through a staged approach to ensure staff were fully equipped to use the system in their day-to-day working lives without significant disruption to their critical duties.

Training

System training has been significant in getting Pro-Cloud BlueLight used effectively across each station. After initial system training, North Yorkshire's project manager scheduled internal training for all firefighters throughout the service. The CSS team helped the North Yorkshire crew label one appliance and generated servicing tasks for items on numerous appliances that assisted with the internal training process and was used as a template across all stations.



Challenges faced:

- Soon after project kick-off problems occurred due to the contract not having the resource to label appliances or implement the software across all their stations. Consequently, the project was put on hold by the contract until further notice.
- Figuring out the best labels to use for their service due to the environment in which they work. The longevity of the labels was essential.
- The equipment catalogue had invalid and duplicate content that had to be completely relooked at.

Problems solved:

- ✓ The project was resumed by the contract's new project manager and a working relationship between both parties positively pushed the project forward. The contract has successfully gone live across all stations.
- ✓ The labels used were decided and the team gradually labelled all appliances and their assets across all stations taking the positioning of the labels into account to ensure stock takes could be completed with ease.
- ✓ The project catalogue was completely revamped, and the equipment was added to separate categories.



Through a dedicated working partnership, Pro-Cloud BlueLight is now live across all stations, providing the asset control and visibility North Yorkshire set out to achieve from day one.

Testimonial:

“The process has been rigorous throughout and, we are pleased with the outcome. It future proofs our compliance, allows us to track and trace assets for product recall reasons, assists with budget setting and much more. The scanner and barcode technology has made the process much more efficient which is an additional benefit. The team has worked extremely well together throughout the transition.”

Mark Naylor
Head of Response and Resilience