

Helping Cambridgeshire Fire and Rescue Service Mobilize Their Content

Providing Mobile Access to Critical Content Needed by Emergency First Responders



UK-based emergency first responders

Cambridgeshire Fire and Rescue Service is responsible for delivering a fire and rescue service to the 805,000 people of Cambridgeshire and Peterborough.

They operate from 28 fire stations, 27 of which are operational. Their stations vary in status from being staffed 24/7, 365 days a year, to being completely on-call, which means firefighters are on call day and night and are alerted to incidents by a pager. The Fire Service Headquarters is based in Huntingdon and houses the senior management team, the combined fire control room, central operational teams and many of their support staff, who work in a variety of professional roles to support frontline activity.

The Importance of Mobile Content

In some instances, having content on the go is a mere convenience or productivity booster. However, in other cases, like Cambridgeshire Fire and Rescue Service, it is a necessity of saving lives and abiding by regulations. Not only does Cambridgeshire Fire and Rescue Service respond to around 1,650 fires a year, they attend around 440 road traffic collisions and around 715 other incidents, each with the goal of saving lives in dangerous situations. The nature of this work can involve flooding, animal rescues, chemical spills, water rescues, and freeing people. Because of the sensitive and dangerous situations that Cambridgeshire Fire and Rescue Service employees are engaged in, they need access to tightly controlled operating procedures, policies, and regulations. In an emergency situation, you can't expect employees to carry binders of information; that space is needed for life saving equipment. There is great need to have digital access to copies of all necessary documentation. The challenge of this is to ensure that employees have reliable and easy access to up-to-date content.

Cambridgeshire Fire and Rescue Service's Content Environment

Cambridgeshire Fire and Rescue Service has always been concerned with keeping content in a secure and organized repository, therefore they have been using eDOCS as a content repository. However, with the nature of their mobile workforce, they faced challenges getting appropriate content to their mobile employees. Initially, they were using email as their primary method for distributing content to mobile devices by attaching eDOCS content directly to emails. However, if not all content was sent, or it was hard to find, this solution

Industry

Emergency Services

About the Project

- System: OpenText eDOCS
- Number of Users: 200

Solution Benefits

Vortex Content Mobility

- Gave easy mobile access to critical emergency response content for first responders
- Reduced IT overhead and Outlook storage costs

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caused problems by not always providing the critical content to mobile employees. Not only was it causing problems to their key operations, but it was a nightmare for IT. Cambridgeshire Fire and Rescue Service was paying for and managing large amounts of content stored in Outlook.

Finding the Right Mobile Document Access Solution

It was clear they needed to find a better solution to their mobile document access needs. In their search, the main criteria were: reliability, easy user management, easy configuration, ongoing easy maintenance, low administration overhead, and cost effectiveness. In order to ensure that their many requirements were met they evaluated several options. After evaluation, they found SeeUnity's Vortex Content Mobility to meet all of their requirements.

Vortex Content Mobility Gives Cambridgeshire Fire and Rescue Service Easy Content Access On the Go

Once the decision was made, implementation was easy. Cambridgeshire Fire and Rescue Service uses iOS devices for their employees, so after some simple configuration the SeeUnity Vortex Mobility application was downloaded onto each device and content was easily accessible. Cambridgeshire Fire and Rescue Service maintains an organized library of static policy and procedure documents to give their responders the information they need and it was easily accessed on-the-go through the SeeUnity Vortex Mobility application.

Not only did the rollout go smoothly and responders quickly adopted the new technology, but it also helped IT simplify processes and saved time and money. "We are very pleased with SeeUnity's Vortex Content Mobility Solution. We've had seamless user adoption, provided mobile content access to staff who need it, and reduced IT overhead," says John Fagg, Head of ICT at Cambridgeshire Fire and Rescue Service. Over the two and a half years that Cambridgeshire Fire and Rescue Service has used Vortex Content Mobility they were able to greatly reduce their need for storage or content in Outlook. They also have no need to worry about maintenance or support for the mobile app because SeeUnity has a reputation for providing exceptional maintenance and support of their software.

If you'd like to see how SeeUnity can help you mobilize your content contact us at sales@seeunity.com.



Content integration experts providing in-depth solutions to connect, sync, or migrate data across on-premise or cloud-based ECM solutions with external business applications. We're dedicated to improving workflow and business processes by extending applications and connecting people with content. SeeUnity supports a growing list of 30 connectors and provides comprehensive migration and synchronization tools to 500+ customers and 30+ partners worldwide. We proudly serve customers of all sizes, including Fortune 500 businesses, Am Law 100 and 200 firms, and government entities.

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October 2018