

Greater Manchester Fire & Rescue

British Fire & Rescue's better access to critical data through Rocket Software improves safety in the community.

Fire & Rescue Services throughout Britain are under increasing pressure to redesign processes, remove inefficiency and provide resources for prevention and partnership activities, as well as to achieve more from their resources and improve value for money.

requirement

The Greater Manchester Fire and Rescue Service is the second largest fire service in the United Kingdom. The service employs more than 2500 employees and operates 41 fire stations that cover approximately 500 square miles and a culturally diverse population of 2.5 million people. Because of the size of the service, the organization's leadership found that valuable information was often stored on different computer systems, making it difficult for emergency responders and other professionals to access relevant data as efficiently as possible. The service turned to Rocket Software to provide a technology infrastructure that would allow the organization to aggregate all of its knowledge in a single platform.

solution

"We are structured departmentally, so information tends to be kept in silos," says Paul Sharples, Head of Corporate Support for Greater Manchester Fire and Rescue Service. "We had no way to bring information—including Fire Safety and Operations Commands, plus professional services—together under one roof. We wanted a single piece of software that would allow us to integrate all of this together."

For the search, the department issued a tender and received bids from 9 companies, including Actuate and BusinessObjects, before electing to work with CorVu, a global performance management application company that enables organizations to drive efficiencies, priorities, and performance. CorVu then started the process of installing three of its products for the Greater Manchester Fire and Rescue Service:

CorBusiness - a data extraction and report writing application.

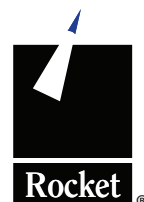
HyperVu - publishes reports to intelligent and interactive HTML pages through a user's web browser.

CorStrategy - a fully customisable balanced scorecard accessible to user's through their web browser.

Richard Whomes, Rocket CorVu UK's managing director said, "We were really the ideal fit for what they were looking to do because these three products precisely met their specific needs. Over the last 15 years, CorVu has developed the right products and services to help improve performance management for

"We were very pleased with how the installation process went and how easy Rocket CorVu is to work with. We have already identified some significant cost savings by automating processes that were previously manually intensive."

*-- Paul Sharples,
Head of Corporate Support
Greater Manchester Fire
& Rescue Service*



companies and government agencies around the world. By improving the timeliness and accuracy of operational data, organizations such as the Greater Manchester Fire and Rescue Service are improving their overall effectiveness of strategy execution and delivery in performance. CorVu's automated strategy and reporting solutions not only improve the reporting and decision-making processes but also reduce the need for valuable internal resources to be involved in providing business critical information."

According to Sharples, one main reason why CorVu beat out Actuate and BusinessObjects was the pricing model: "We prefer a site-licencing model, and CorVu was the only solution that offered that. That was a major part of our decision."

benefits & outcome

For Fire & Rescue Services, the recent Comprehensive Spending Review (CSR) has already increased the pressure on services to achieve more from their resources and improve value. CorVu is helping the Greater Manchester Fire and Rescue Service meet that challenge.

Sharples notes that having better access to data is already improving the fire service's ability to improve safety in the community: "Many of our own systems didn't 'talk' to each other, not to mention the systems of other local fire services. That meant that we couldn't easily correlate data and develop the responses we needed to." As an example, he cites accidental fires and targeting Home Fire Risk Assessments. "We knew that accidental fires started in different areas within our communities. Proper data analysis allowed us to pinpoint the problem areas and then develop educational and community initiatives including Home Fire Risk Assessments to fix the problem." CorVu's unique ability to empower users to drill-down into the levels of granularity that their data provides is a key factor in achieving this.

One of the challenges with the project was that the Greater Manchester Fire and Rescue Service wanted to procure a system jointly with Lancashire Fire and Rescue Service. As a result, the system not only had to integrate data from Manchester, but also from a completely separate entity with its own systems in place. "There was no real integration before," Sharples explains. "Not only were we able to improve safety, but we were able to defray our costs by buying a system with another service. It was really a two-pronged win for us."

about rocket software

Rocket Software (www.rocketsoftware.com) is a global software development firm that builds enterprise products and delivers enterprise solutions in the following segments: Business Intelligence and Analytics; Storage, Networks, and Compliance; Application Development, Integration, and Modernization; and Database Servers and Tools. Rocket is engaged in business and technology partnerships with IBM, EMC, Fujitsu, HP Enterprise Services, Datatel, Avaya, Motorola, and many others. The company is headquartered in Newton, Massachusetts, USA.

Key Benefits

Increases productivity of fire service staff

CorVu solutions provide timely access to real time data to assist in decision-making processes.

Reduces time to develop new programs

CorVu solutions are fully configurable to ensure that the changing needs of it's customers are provided for at all times.

Saves lives by pinpointing problems quickly

CorVu solutions allow users to drill down to any level of granularity the data provides.

Facilitates integration with other services

CorVu's ability to quickly and easily deliver a working solution to Fire Service is key to it's success in this area.



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