

The CRS fire and rescue hub

A new approach to enhancing operational capabilities, improving service delivery and minimising costs across multiple fire and rescue services by sharing one centralised control room platform.



Maximise
your resources.

Work
in partnership.

Futureproof
your technology.

Harness technology for better outcomes

Fire and rescue services (FRS) face increasing challenges due to limited budgets, ever-increasing demand and expanding responsibilities. These pressures can strain the resources of any FRS, as well as compromise the physical and mental well-being of both their firefighters and support staff.

The control room is the centre of operations for an FRS and a powerful control room solution is key to managing many of these challenges. Deploying a control room solution that will remain effective across an ever-changing operational environment over many years, with an IT budget that is shrinking in real terms, can be a daunting task.

What if there was a way to balance your budget and operational needs, while implementing best practices, to support your firefighters and deliver better outcomes for your community?





Be ready for today and tomorrow

The Control Room Solution Fire and Rescue Services Hub (CRS FRS Hub) is a control room solution, deployed as a shared software platform, for Fire and Rescue services seeking to balance their budget and operational needs, while gaining optimal functionality that will stand the test of time.

Designed as a cloud-based, hosted solution and delivered as a Software as a Service (SaaS) based on Evergreen IT principles, the CRS FRS Hub provides numerous advantages when implemented as a shared platform among partnered fire and rescue services.

The CRS FRS Hub allows multiple fire and rescue services to operate on a shared platform, utilising the same Integrated Communications Control System (ICCS), Computer Aided Dispatch (CAD), incident management software and data recording solution. The CRS FRS Hub allows fire and rescue services to enhance their operational capabilities, improve service delivery and the well-being of their firefighters and support staff today, while supporting enhanced functionality in the future – all at a reduced cost.

Benefits of SaaS

- 1. Faster deployment –**
cloud-based means reduced time spent on installation and configuration
- 2. Lower cost –**
residing in a shared environment means hardware and software licence costs are low compared with the traditional model
- 3. Scalability and integration –**
integrate with other SaaS offerings and scale use up and down based on specific needs
- 4. Simplified upgrades –**
reduced costs and effort associated with upgrades and new releases
- 5. Reallocation of resources –**
IT resources can be reallocated to other tasks as the solution is fully managed





Benefits of the CRS FRS Hub

Minimise your costs, maximise your benefits

Sharing a software platform is cost-effective. It eliminates the need for individual fire and rescue services to invest in separate infrastructure and development efforts. It reduces upfront costs, maintenance costs and the overall total cost of ownership. With the CRS FRS Hub, fire and rescue services can distribute the financial burden among partnering organisations, allowing for both cost-effective deployment and operation.

Foster standardisation and consistency

A shared platform promotes standardising processes, workflows and data formats across participating fire and rescue services, ensuring consistency in operations, data management and reporting. Standardised practices facilitate interoperability, seamless information exchange and efficient resource utilisation during joint operations or mutual aid scenarios.

Enable collaboration and cooperation

In a shared platform environment, updates, enhancements, and new features can be implemented for the benefit of all participating organisations. It facilitates continuous improvement and innovation driven by collective feedback, industry advancements and evolving user needs. Collaborative development efforts result in a platform that evolves with the changing landscape facing fire and rescue services, promoting continuous improvement and innovation.

Increase scalability and flexibility

With a shared platform, fire and rescue services can scale their operations and capabilities as needed and adapt to changing requirements. The CRS FRS Hub is designed to accommodate varying demand levels and can be easily adapted to changing requirements. This enhanced scalability and flexibility leads to a faster response to sudden spikes in incidents or operational needs without compromising performance or incurring significant additional costs.





Benefits of Evergreen IT

The Evergreen IT model is described as 'a technology ecosystem that is continuously changing and evolving, never becoming out-of-date or obsolete¹.' Evergreen IT solutions are future-proof, providing the functionality needed for today and the capability to tackle unforeseen challenges in the future. When moving from a traditional hardware-based solution to an Evergreen solution, organisations can:

- 1. Remove obsolescence;** without the need to replace old hardware or systems, you'll reduce system-wide Waste Electrical and Electronic Equipment (WEEE) implications and costs
- 2. Eliminate capital expenditure** from recurring hardware replacement
- 3. Shift the focus from 'Big Bang' hardware/software upgrades** to continuous agile improvements or iterative software upgrades, lowering maintenance efforts and costs
- 4. Experience predictable budgets** with regular fees that can be planned for with no unexpected costs
- 5. Significantly reduce cyber security risks** with continually-released new security and compliance products, features and services



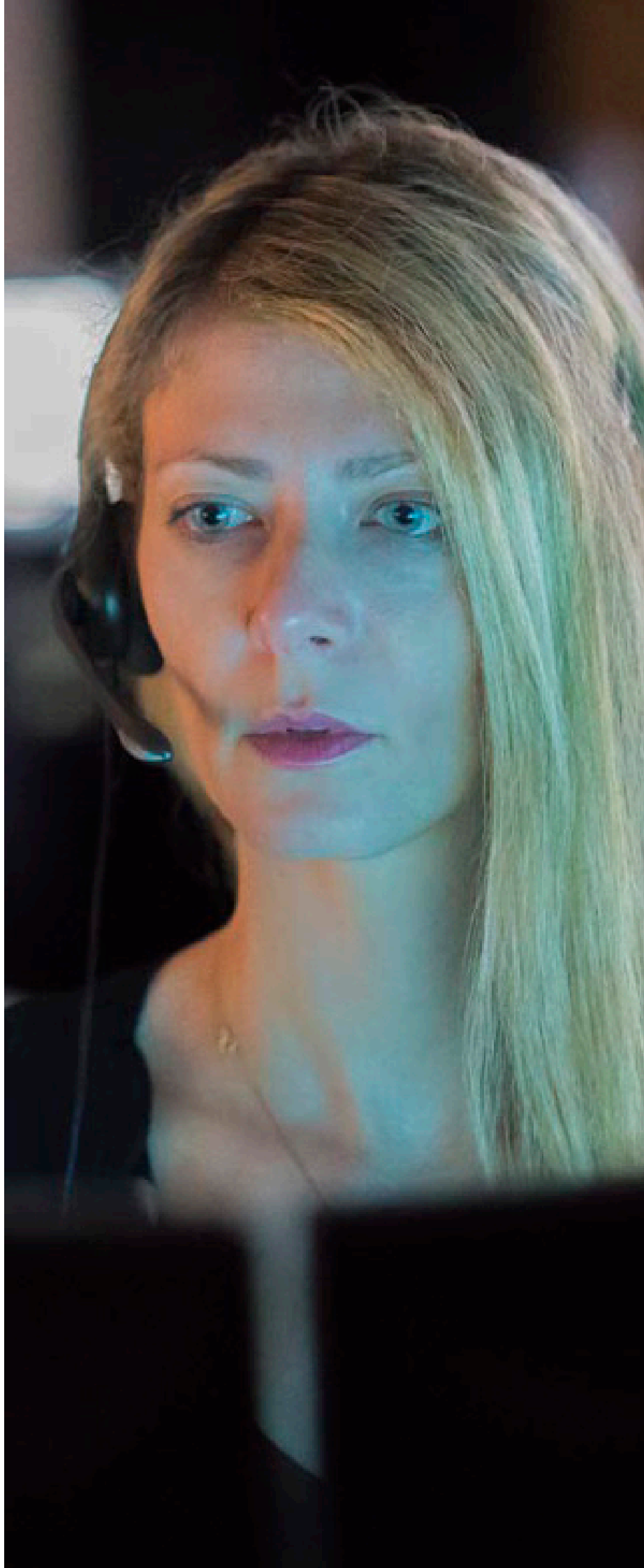
The CRS FRS Hub advantage

The CRS FRS Hub maximises cost efficiency by using a standard set of critical parameters, data sets and an established API library from a central hub that can be shared by multiple agencies. However, each FRS can maintain its own, specific configuration and each operator can retain their unique console settings within their respective agencies.

By adopting the CRS FRS Hub, fire and rescue services can benefit from a future-proof, Evergreen IT solution that provides the functionality they need today and the capabilities they will need in the future far more cost-effectively than a traditional dedicated on-premise solution. All while allowing them to collaborate and work together more effectively.

The CRS FRS Hub outcome

The CRS FRS Hub enhances fire and rescue services' collective ability to serve their communities. It allows them to meet the growing challenges they face, while enabling them to balance their restricted budgets against their operational needs, and ultimately deliver better outcomes for the communities they serve.





To discuss the CRS FRS Hub and how it can help your organisation, [arrange a meeting with our expert.](#) ▶

Further information on our CRS can be found at motorolasolutions.com/CRS

¹ Benefits of Cloud, Scottish Government, <https://www.gov.scot/publications/benefits-of-cloud/pages/evergreen-it>

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