



FUTURE-PROOFING EMERGENCY SERVICES WITH INTELLIGENT ASSET MANAGEMENT

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DIGITAL TRANSFORMATION IN EMERGENCY SERVICES: AN OVERVIEW

Many challenges are faced by providers of emergency services in UK, with strains to financial resources being further compounded as the demand for services continue to rise.

As these needs call for swift action, tools have evolved rapidly over recent years in an effort to make it easier to conduct everyday duties across all Bluelight services.

Further improvements are expected over the coming months and years with the arrival of The Home Office's new Emergency Services Network (ESN). Replacing the current Airwave service, ESN has the potential to provide a cheaper, faster and more sophisticated communications system to police, fire and rescue, and ambulance services.

The adoption of new handheld ESN devices is set to revolutionise the way these organisations work in the field and will enable leaner, smarter and safer delivery of services to the community.

However, with the deployment of these innovative new tools, comes the complex task of managing a wider range of valuable assets. This could present a considerable challenge to administrative staff within the services who are already under pressure to work more efficiently.

This paper explores the potential issues the emergency services will face as they transition onto the new network, and the future-proof solutions available to help them achieve true digital transformation.

MANAGING ASSETS: COMMON CHALLENGES

Advancements in technology have enabled police officers, paramedics, and firefighters to communicate, record and report their duties more effectively, but the existing infrastructure still has its limitations.

For instance, current processes require police officers to radio back to base to retrieve simple information, such as background details on previous crime reports or potential suspects, which can slow down response times.

The upcoming roll-out of the new ESN devices will allow frontline staff to check and corroborate critical information on the move and access additional intelligence available on social media sites. They will also be able to manage email, mobile applications, GPS mapping and complete paperwork remotely.

However, this ever-growing reliance on devices can present a burden on administration as a higher number of tools and equipment passing through the hands of multiple users needs to be managed and accounted for.

Some of the assets handled regularly amongst Bluelight services include:

Airwave Radios

Mobile Phones

Laptops

Tablets / Toughbooks

Body-Worn Cameras

Breathalysers

Tasers

Weapons

Protective Clothing

Incapacitant Sprays

Evidence

Controlled Drugs

Medical Equipment

Rescue Equipment

Drug Bags

Keys

SECURITY

Many of the assets circulating throughout emergency services pose risks if found in the wrong hands. Whilst some items and equipment could cause physical harm with improper use, electronic devices which hold or transmit sensitive data could have serious consequences if accessed by unauthorised users.

This highlights a vital requirement for the emergency services to protect its assets, ensuring that anyone within or outside their organisation can be safeguarded against potentially dangerous items.

Ensuring all devices and equipment are stored securely whilst not in use is a major concern across all services, and existing processes such as manual check-in, check-out practices can prove inadequate at preventing items being lost or stolen.

Locker systems often provide a solution to this issue but serious problems can arise where management software is added onto in-house networks, making it possible for confidential data to be breached.



ACCESSIBILITY

Emergency service providers are reliant on many tools to conduct their duties effectively and, whilst certain assets like digital devices can help them to work faster and smarter, operations can still be inhibited by staff being unable to access the devices quickly enough.

Making equipment readily available and easy to collect or return may be difficult with antiquated procedures and can confuse manual inventory keeping.

As services make the move towards a more tech-enabled future, it must meet the demands of managing devices efficiently with an equally intuitive and user-friendly solution to ensure better accessibility of essential shared devices.



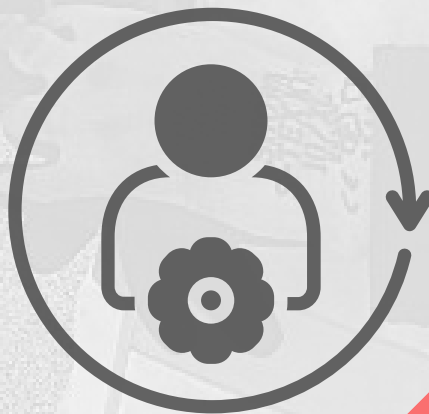
USABILITY

As emergency services continue to embrace technologies throughout their workforce, the issue of keeping electronic devices fully charged and ready for use will be an ever-growing concern for not only admin staff but those on the frontline.

Digital capabilities are only effective when they have sufficient power and with devices in constant use by various users, it can become a challenge to manage both personal issue and pool devices that are in use for long stretches of time, across different shifts.

To ensure essential equipment is completely powered and operational for all personnel any time it is required, emergency services need to consider a more reliable way of managing the charging and swap-out facilities they have in place.

Installing a locker system can provide a solution but, in a busy environment where staff need to collect and return equipment quick and often, it needs to be robust and durable to ensure it will stand up to the challenge.



VISIBILITY

With a broader pool of assets being managed in departments across Bluelight services, it can become difficult to decipher who has been issued with what item, whether it has been returned or if items need to be repaired or replaced.

Time, money, and resources can be wasted unnecessarily by admin staff trying to locate equipment whilst frontline staff can become frustrated if returned equipment gets misplaced or lost.

This reveals the need for an innovative solution which can provide real-time visibility of items, to provide greater control and accountability to staff whilst extending the lifetime of valuable devices.



INTELLIGENT ASSET MANAGEMENT: A SMART SOLUTION

The implementation of intelligent asset management systems provides a valuable solution to the ever-evolving storage requirements of essential equipment.

Providing a central storage location for devices such as Airwave radios, smartphones and tablets, authorised staff can easily and instantly access the items they need by inputting a digital code, swiping a key card, or scanning a fingerprint.

In-compartment charging facilities are built into each system, compatible with a wide range of electronic devices. 'Last-in, last-out' (LIFO) functionality also ensures the least used, most charged items are accessed by users. If ever a device is faulty or broken, the system offers users the ability to swap out their equipment 24 hours a day with a fully charged and functional replacement, avoiding any further disruption to duties.

Radio Frequency Identification (RFID) tags can also be attached to provision items, enabling them to be tracked and thereby reduce the likelihood of valuable, hazardous or sensitive objects being lost or stolen.

Intelligent electronic locker systems enable admin departments within the emergency services to automate their inventory processes as all storage transactions are recorded in real-time, making it possible to see who has checked out each individual item and when.

Freeing up precious resources and making critical items readily available, frontline workers are able to respond to emergency calls promptly and focus on doing what they do best - helping the community and ensuring public safety.

REVOLUTIONISING OPERATIONS

As the UK's police, fire and rescue, and ambulance services prepare for the most advanced communications infrastructure in the world, iLockerz presents a solution to asset management which can be adapted at any time to meet the evolving requirements of the ESN roll-out.

By implementing a secure, reliable, and capable locker solution to manage essential equipment, organisations will see the full benefits of adopting the new network.

As all iLockerz systems are designed and manufactured 100% in the UK, with all software also developed in-house, organisations can be guaranteed greater control, security and versatility.

Enhanced warranty options have been created with emergency services in mind, with ongoing support for all locker systems installed to ensure a seamless service throughout each step of the transition to ESN.

**MADE IN
BRITAIN** 

Future-proof operations with an intelligent asset management solution...



 **Station Road Industrial Estate
Rowley Regis
West Midlands
B65 0JY**

 **+44 121 270 6153**

 **tellmemore@iLockerz.com**

 **www.iLockerz.com**

