



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 approached CSS using a database system that could only be used by manually entering information through the use of paper-based working. The contract needed an IT system that enabled a more 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 Solution

In 2016 North Yorkshire FRS 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.



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.

CLIENT RELATIONSHIP 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.



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.

Project Implementation

Through a joined up working approach and North Yorkshire bringing in a dedicated Pro-Cloud Project Manager significant progress to the project has been made. Having a Project Manager is so important, it assists in the smooth running of a project and provides them with the responsibility and authority to make key decisions throughout the implementation process. They can also reassure other members of staff about the change of software.



Project Outline

- The CSS project team structured how the contract could get back online and what they needed to do for this to happen.
- CSS's project lead guided the contract and showed them how they were going to use catalogue categories.
- Weekly calls were set up to log progress, provide advice and discuss any issues faced.
- Training was initiated, including the demonstration of labelling an appliance.

Problems solved:

- ✓ The project was resumed by the contract's new project manager and a working relationship between both parties has positively pushed the project forward. The contract is using the system successfully with a planned stage go live across their stations in the coming months.
- ✓ The labels used have been decided and the team is gradually labelling all appliances and their assets across all stations taking the positioning of the labels into account to ensure stock takes can be completed with ease.
- ✓ The project catalogue has been completely revamped. The equipment has been added to separate categories, information about each product such as life span of equipment and attributes of equipment, recycling costs and the depreciation of the product.



Through dedication and working closely with our project team North Yorkshire Fire & Rescue Service has turned the project around. Both parties are still working together to ensure the system is being used as it should be and a successful rollout across all their stations is as streamlined as possible.

