FireServiceRota



A BUYER'S GUIDE TO PLANNING AND ALERTING SOFTWARE FOR FIREFIGHTERS

www.fireservicerota.com

Hello there!

Welcome to FireServiceRota Buyer's Guide

Whether you are a senior leader, IT professional, procurement officer, or firefighter, this guide is designed to help you understand the unique benefits of FireServiceRota and how it can revolutionise your fire service operations.

Within this guide, you'll find:

- An in-depth look at the specific needs of fire services and how our software addresses them
- Key features of FireServiceRota scheduling and alerting software
- Benefits of choosing FireServiceRota as a supplier
- Practical advice on how to begin implementing FireServiceRota in your organisation

FireServiceRota has become a trusted partner for Fire and Rescue Services across the UK, the Netherlands, and Denmark. We have supported services in improving recruitment and retention of firefighters by offering greater flexibility, enhancing resilience and response times through smart alerting, increasing appliance availability, and reducing costs by optimising shift planning and resource allocation.

Our cloud-based solution, crafted by firefighters for firefighters, offers:

- Optimised crewing resources to maximise appliance availability
- Smart alerting systems that integrate seamlessly with Command & Control systems
- An integrated system supporting all crewing models and processes
- Easy-to-use web and mobile applications accessible anywhere, anytime
- Accurate data management for crew availability, mobilisation, payments, competencies, working hours, and well-being
- Evidence-based decision-making with built-in reporting and Business Intelligence integration

When you choose FireServiceRota, you gain a dedicated team committed to supporting your service's operational and strategic goals, as well as the well-being of your crew. We are here to help you maximise the value of our software with personalised support, in-depth demonstrations, and the opportunity to trial the system for free.

As you explore this guide, you'll learn what sets FireServiceRota apart from other solutions. Additionally, you can:

- Request an in-depth demonstration tailored to your needs
- Get to know what our customers say about us—FireServiceRota is used by top UK Fire & Rescue Services such as Nottinghamshire, Shropshire, and Humberside
- Experience the system firsthand with a free trial and personalised demol, allowing you to test its ease of use and innovative features

Let's start this journey to enhance the efficiency, flexibility, and responsiveness of your fire service with FireServiceRota.




11:05
CRITICAL
now
FSR Alerting
P1 Bushes on fire half way down track on left hand side - caller will meet crews in at end of lane [T01P1]
Accept
Decline

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Supporting F&RS

in achieving strategic goals

Fire and Rescue Services face significant challenges in managing different types of crews (Wholetime, On-call, Mixed Crew, etc) while ensuring maximum availability. **By using FireServiceRota**, we can help Fire and Rescue Services in their journey towards a **smarter use of data to optimise workforce management, enhance efficiency, and support strategic planning.**

At a strategic level, our scheduling software and alerting services help with:

Optimising recruitment and retention of On-Call firefighters

Research shows that **flexible work arrangements can greatly improve both recruitment and retention.** By leveraging data insights, Fire and Rescue Services can strategically plan workforce needs and create a supportive environment, **ensuring On-call firefighters remain a valued part of the service.**

Maximising fire engine availability

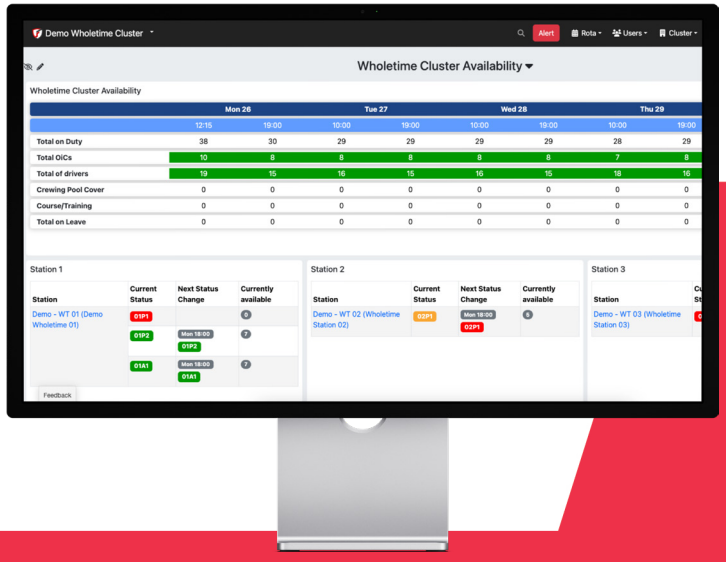
Availability of fire engines is a persistent challenge in the Fire and Rescue sector. Our evidence-based approach helps services manage and enhance availability by **optimising crew deployment and providing real-time insights** into crewing levels. This proactive management ensures fire engines remain operational, even during temporary crew shortages.

Strategic workforce planning for critical skills

By focusing on strategic planning for critical skills, such as Incident Commanders and Emergency Response Drivers, we address the root causes of reduced availability. This approach not only **resolves crewing deficiencies but also boosts the overall effectiveness of the service.**

Cost reduction through flexibility

Reducing costs while maintaining high levels of service is a key objective for Fire and Rescue Services.
Our cloud-based software solutions are designed to **optimise and automate shift planning and support flexible rostering leading to more efficient allocation of resources.**



Collaborative and flexible resource management

Effective collaboration between on-call, wholetime, and day-duty firefighters is crucial for operational readiness. Our software supports this by **enabling quick resource reallocation to stations** with temporary crew shortages, ensuring fire engines remain available and ready to respond, even in challenging situations.

Improving response times and operational resilience

Smart alerting and crew confirmation systems are key to improving response times and operational resilience. By integrating advanced smartphone and pager alerting options, our alerting service ensures crew availability is known in advance, allowing for swift and efficient mobilisation during callouts. This not only enhances response times but also ensures effective use of resources, boosting overall service efficiency.

Augmenting public value and strategic goals

Our customers receive support and alignment to their strategic goals and leadership's vision and aspirations. FireServiceRota's versatility and agile approach to collaboration ensures innovations and evidence-based solutions empower Fire and Rescue Services to achieve their mission and better serve their communities.

With increasing demands and limited resources, Fire and Rescue Services must optimise operations to maintain high service levels. FireServiceRota provides solutions that streamline processes, boost collaboration, and improve response times, enabling Fire and Rescue Services to achieve their goals efficiently and sustainably.



Empower crews with the right software

We believe trust, flexibility and resilience are the key factors that enhances crews motivation and helps them balance their personal life together with their commitment towards their community.

Providing powerful tools based on these principles is what allows **crews to be at the right place at the right time during moments that matter.** Whether this is their commitment to the fire service, or their families, or personal lives. With FireServiceRota's scheduling software and alerting service crews can:

- Get a real-time and a predicted overview of the station's overall status
- Easily change their availability or request leave/sickness from their phone, tablet or computer
- Efficiently identify and respond to overtime requests or duty exchanges
- Get clear and accurate awareness of contractual working targets, payments, competencies and more
- Monitor and balance workload, specially when it comes to Working Time Directive
- Swiftly respond to an alert to Fire Control via their pager or smartphone

By making it easy for firefighters to keep an accurate overview of their availability and duties, we can help Fire and Rescue services get a real time and predicted status of its resources.



Scheduling:

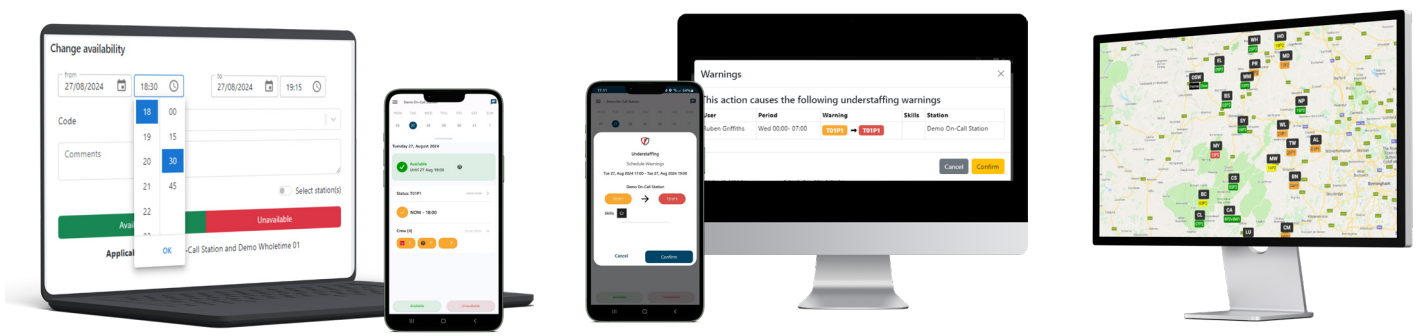
Maximise appliance availability for on-call crews

Our scheduling software helps Fire and Rescue Services achieve the efficiency they are aiming for. We provide a platform that allows flexibility as well as seamless collaboration between different types of crewing.

One of the biggest challenges for the On-call Duty System is to **ensure readiness of their resources.** This can be achieved through flexibility, trust and a system that empowers crews to manage their availability. This can give managers not only a real-time insight of the appliance availability status, but also a prediction for the upcoming days or weeks.

Taking into consideration availability and certifications, an availability software in the context of on-call would ideally:

- Offer configurable station or regional dashboards displaying:
  - a list of available personnel
  - the live and forecasted availability status of all emergency vehicles
  - weather forecast, roadworks and station announcements
- Allow all on-call personnel to **easily access and manage their availability** to a 15-minute granularity through different channels, such as web, mobile apps and smart pagers.
- Warn the users when they are about to cause crewing shortages (take the pump off the run) by becoming unavailable.
- Automatically warn firefighters when they are on-call and move too far away from the station.
- Warn managers through email, push notification and/or SMS in case of (imminent) understaffing
- Warn crew members when they are the last critical crew available or when they are too far away from the station.
- Connect with Fire Control software to feed the live availability status of the emergency vehicles.
- Be possible to monitor hours of availability provided per user and how valuable were these. For example, identifying people who are critical to the availability of the appliance.

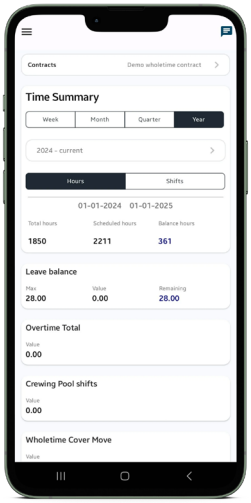


*All this is possible with **FireServiceRota scheduling software** and it can easily be connected with our Alerting service described later in this guide.*

Scheduling:

Optimise resource planning for wholetime

Fire and Rescue Services are seeking ways to enhance efficiency and optimise resources within their Wholetime Duty System. Achieving this requires a flexible and comprehensive software solution that supports **effective rostering, providing an accurate overview of resource availability**.

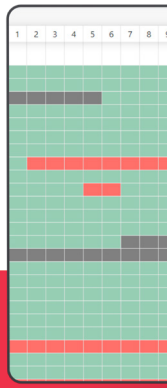


Advanced planning and rostering systems, like FireServiceRota, offer real-time and future resource visibility, enabling resource managers to proactively address and prevent understaffing issues. Our solution streamlines multiple workflows, reducing administrative burdens, speeding up processes, and offering on-duty crews greater flexibility. With flexible rostering, stations can efficiently allocate crew members, minimising overtime costs by adjusting staffing levels as needed.

Implementing flexible rostering software offers significant benefits to Fire and Rescue Services, including:

- Management of various operational roster types, such as Flexible Crewing, Wholetime, or Day Duty
- Support for different duty systems, including 2-2-4, three-shift (Metropolitan), and 5-watch shifts, among others
- Seat Allocation: Detail specification of firefighter roles down to a fair distribution of the appliance level
- Easy overview of contractual targets and leave balances, TOIL, sickness, etc.
- Alerts for potential breaches of station crewing levels and business rules
- Ability to move crew members between stations, with warnings for potential crewing issues
- Automated request-and-approval workflows for shift exchanges between users
- Easily identify crews suitable for overtime and an automated request-and-approval workflows for requesting them to work overtime
- Comprehensive auditing of all shift modifications



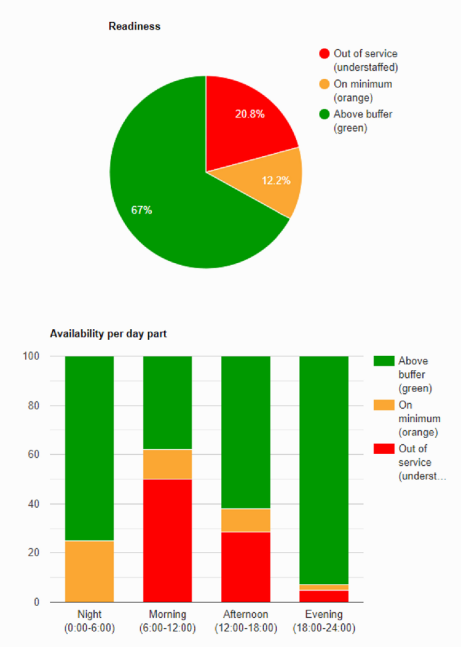


Scheduling:

What else can you achieve?

Internal communication tools for efficient communication is crucial for station performance. The software should:

- Broadcast messages to firefighters via web, email, push notifications, and SMS.
- Support messaging through a mobile app.
- Facilitate polls, surveys, and organisation-wide messages.

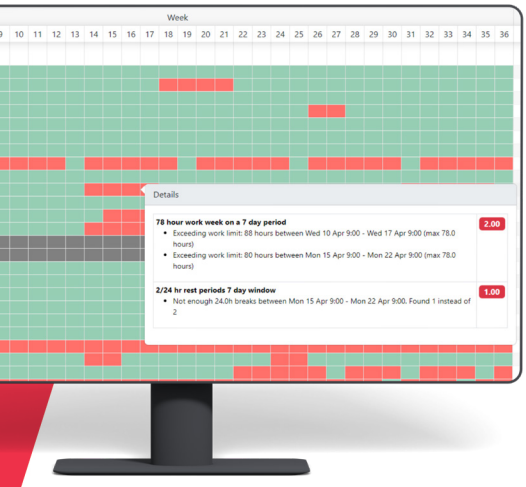


Station performance reporting access to actionable data is key for improving performance. Availability software must:

- Guide recruitment and training based on staffing issues.
- Provide crew availability statistics and contractual compliance reports.
- Generate required statistics for government authorities, like HMICFRS.
- Customise reports with filters and export to PDF, Excel, or CSV.

Payroll Integration to achieve cost efficiency with a system that:

- Tracks incidents and activities to be paid for.
- Calculates shifts by type, hourly value, and booking code.
- Manages leave by shifts or time period.
- Allows overtime claims as payment or TOIL, requiring managerial authorization.
- Integrates with existing payroll solutions.



Ensure healthy work-life balance through Working Time Directive:

- Account for all work across on-call, wholetime, and support roles and report based on services' business rules for fatigue management and more
- Actively warn resource managers or crews themselves when adding work that could breach any business rule regarding rest periods.

Scheduling:

Different crew types working together

The next level in operational efficiency can be achieved through cooperation between On-Call duty system and Wholetime duty system staff. Collaborative planning **using smart software is what provides the ultimate flexibility and resilience for FRS seeking to maximise operational efficiency.**

FireServiceRota manages on-call, wholetime staff and other operational staff within the same system. Meaning that Fire and Rescue Services can **integrate different personnel to allow more personal flexibility and provide resilience** when the organisation is under strength. To promote collaboration and streamlined processes, both our Scheduling (covering Availability and Rostering) and Alerting services are under one cloud-based software system. Organisations can decide which modules they would like to use and pay for.

Availability

- Crew can flexibly manage their availability
- Ensure minimum crewing levels
- Access through web, smartphone and/or tablet

Rostering

- Support all your duty systems
- Tracks contractual balances
- Workflows for absence, extra shifts and exchanges
- Streamlines payroll

Alerting

- Using pagers and/or smartphone app
- Confirm incident attendance
- Re-alerting in case of imminent shortfalls
- Connect with Fire Control Systems

With our Scheduling software, Fire and Rescue Services can easily visualise the **real-time and predicted availability of all resources** across the organisation. They can also swiftly reallocate resources as needed, even from one duty system to another. This possibility also makes it easier for dual-contractors to manage their workload and for planners to monitor their well-being.

We aim to provide the software tools that promote collaboration and creativity for Fire and Rescue Services to innovate. This allows them to test and implement new ways of working while adapting to the challenging modern life and ensuring their communities stay protected.



Alerting:

Innovation to increase resilience

We help organisations manage and mobilise the right crew to the right place at the right time. By using our Alerting service we can help Fire and Rescue Services boost efficiency and modernise their alerting mechanisms. We can help achieve unmatched **resilience through real-time integration with Command & Control** softwares and crews' confirmation of attendance to the incident.

Future-Proof Alerting

As Fire and Rescue Services prepare to replace their obsolete radio alerting networks, our alerting service offers enhanced resilience with devices that communicate back to the system. This improves the work-life balance of responders by only alerting them when necessary, without compromising target response times.

Our Alerting Service includes:

- Alerting firefighters via smartphones, pagers, SMS, or calls.
- Automatically re-alerting qualified backup staff in case of imminent understaffing.
- Control and Station dashboards showing predicted and confirmed incident crewing status.
- Pre-populated incident attendance reports for payroll purposes.
- Targeted alerts based on availability and attendance history.
- A resilient infrastructure monitored 24/7.

Live Data and Instant Updates

FireServiceRota users receive live data on mobilised units, accessible from any device. Firefighters can confirm attendance instantly, keeping managers and control rooms updated within seconds.

Smart Alerting

Mobilisation can be focused on essential crew members, minimising disruption, ensuring fairness, and reducing costs.

Ultimately, we aim to provide staff flexibility by alerting them on the device of their choice, leading the way to a future-proof alerting system.

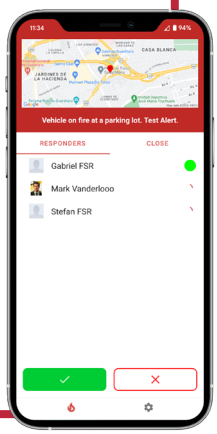
Learn more about primary alerting
for Fire and Rescue Services

Alerting:

Ensuring future-proof mobilisation

Smartphone Alerting

- Works on both Android and iOS
- Uses multi roaming and WiFi network for best performance
- Breaks through silence lock
- Confirm attendance with a single press of the button
- Also works with physical PTT buttons on select devices
- (Re)alert individual users
- GPS can be used for geofencing
- Connectivity monitoring
- Text to Speech
- MDM platform allows remote fleet management
- Device can be used for multiple apps



LTE Pager

- Uses multi roaming network for best performance
- Does not require maintenance of a dedicated alerting network
- Dedicated device reduces risk of firmware issues
- Confirm attendance with a single press of the button
- (Re)alert individual users
- GPS can be used for geofencing
- Connectivity monitoring



POCSAG Pager

- Dedicated alerting network
- Requires specialised equipment
- Does not have the ability to alert individuals
- Confirmation of attendance can be done with select pagers (having a data connection)



Backup Channels

- Alerting through phone call/ SMS
- Works even when there is poor connectivity/ network overload
- (Re)alert individual users
- Confirm attendance by pressing the correct dial
- Text to speech



Helping with pager fleet management

In collaboration with industry leaders Swissphone and Firecom, we provide dedicated firefighters with the most flexible tools for planning and alerting, including our advanced **Pager Fleet Management system.**

- FireServiceRota allows for continuous monitoring of the health of your pager fleet, knowing which pagers are online, whether they are experiencing issues, which messages were received, and continuously monitoring the signal strength.
- By using hybrid alerting, the pager are alerted over the existing paging network and through LTE-M, adding redundancy, and speed to alerting without the user noticing.
- Allow users to confirm their attendance, immediately feeding this back into your control room, ensuring pumps are able to dispatch.
- Automatically programmed pagers based on the skills of users, and which station they are a member of, taking away the need to program the pagers manually.
- All software updates are provided over the air, without the need to ever visit a station again to do updates to a pager.

Our Pager Fleet Management system is **designed to ensure that your firefighting teams are always equipped with the most reliable and efficient alerting tools**. By integrating advanced technology with user-centric features, we enhance the readiness and effectiveness of your fire service, allowing you to respond swiftly and confidently to any emergency.



Connecting with other systems

One of the key strengths of FireServiceRota is its **ability to seamlessly integrate with a variety of other systems**, including Command & Control (such as Vision, SEED, or GMS), Payroll, HR, Incident Management, and more. We ensure that your fire service operations are **efficient, cohesive, and up-to-date, while protected and secured** with the latest security standards.

Integration with Dispatching Systems

FireServiceRota integrates smoothly with various dispatching systems to ensure accurate appliance availability and incident management. We currently support:

- **Vision:** Provides up-to-date appliance availability.
- **SEED:** Offers both appliance availability and incident information.

We are also working on **integrating appliance availability and incident management features with 3tc**, further expanding our platform's capabilities.

In other countries, **FireServiceRota integrates with dispatching systems for prompt and accurate crew alerting**.

Integration with HR Systems

FireServiceRota integrates with leading HR systems, such as:

- **iTrent:** Keeps HR data current for smooth personnel management.
- **Softworks:** Ensures workforce information, including skills and availability, is up-to-date.

These integrations synchronise personnel data across systems, **reducing administrative effort and enhancing operational efficiency.**



Powerful and Accessible API

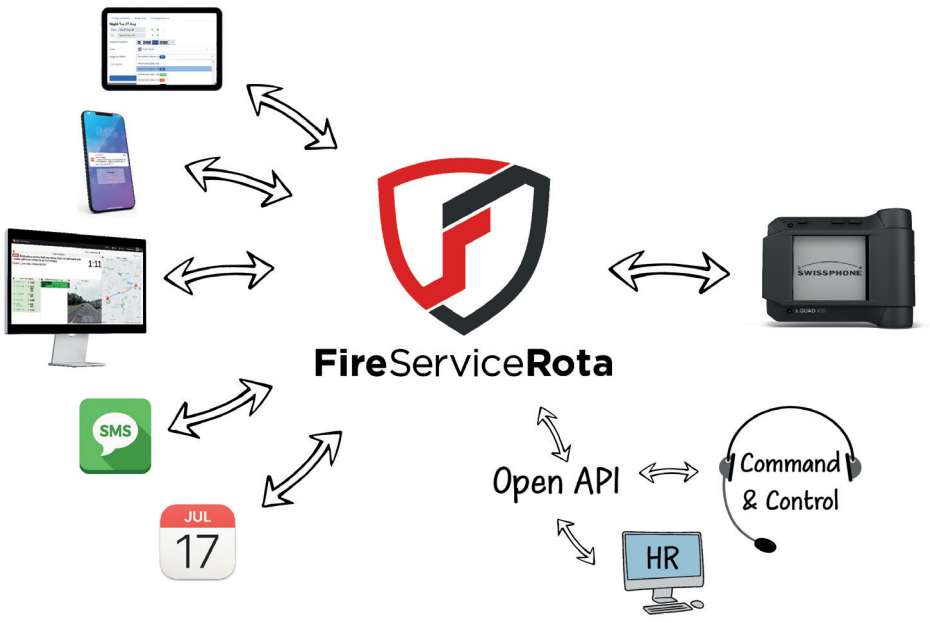
FireServiceRota's public RESTful API facilitates integration with other applications, enabling **seamless data sharing**. With over 50 secure, well-documented endpoints, our API supports features like:

- Contractual targets
- Crewing statuses
- Incident confirmation
- Attendance tracking
- Extra shift requests
- Viewing and updating rotas
- Creating announcements

Our API empowers IT departments to connect with non-native systems, fostering innovative solutions like home automations.

All data can be consumed by external dynamic dashboards like PowerBI.

By leveraging these integrations, FireServiceRota ensures your systems work together efficiently, providing accurate and **up-to-date information across all platforms**.



Cloud-based software:

What does this mean?

Providing world-class software

FireServiceRota operates as "Software-as-a-Service" (SaaS), accessible from any device with an internet connection. This eliminates the need for dedicated servers and IT resources, while ensuring regular updates and 99.99% system uptime.

Top-Tier Security Standards

FireServiceRota adheres to the highest security standards, complying with the Data Protection Act and encrypting all communications. Our data is hosted in ISO 27001 certified Data Centres within the European Economic Area, ensuring your information is safe and secure.

Regular Updates and Continuous Support

At FireServiceRota, we prioritise the confidentiality, integrity, and availability of your data. We provide automatic updates at no additional cost, enhancing security and performance without causing downtime. Our system is continuously monitored and improved to meet the demands of safety-critical processes, ensuring that your service remains secure and efficient at all times.



ISO 27001 Certification: A Mark of Excellence

Today, we proudly hold ISO 27001 certification, confirming our commitment to data protection through rigorous third-party verification, regular audits, and a continuous commitment to improvement, providing you with the confidence that your data is protected by the best practices in the industry.

Download our
ISO 27001 certification

Seamless Procurement and Security with G-Cloud 14 Accreditation

As an HM Government-accredited supplier on G-Cloud 14, FireServiceRota provides UK fire and rescue services with a secure, reliable, and integrated solution that meets the highest standards of information security. Our cloud-based platform ensures seamless access to cutting-edge software, empowering your service to operate efficiently and safely.

The G-Cloud Digital Marketplace simplifies procurement for public sector organisations, offering cost savings, enhanced efficiency, and access to the latest innovations. With regularly updated features and functionality, G-Cloud solutions help services stay ahead of the curve while maintaining robust security and operational excellence.

By choosing FireServiceRota, you are opting for a secure, reliable, and integrated solution that meets the highest standards of information security, ensuring your fire service operates efficiently and safely.

Read more about our
G-Cloud 14 accreditation

Innovation:

By firefighters, for firefighters

When selecting suppliers for your Fire and Rescue service, it's crucial to choose those who truly understand what it means to be a firefighter.

We advocate for flexibility so we make an effort to adapt to evolving business processes and requirements within Fire and Rescue Services. This is crucial when Services are dealing with continuous improvement initiatives, changing policies or trying new ways of working in order to better protect their communities. We prioritise establishing a long-term partnership with customers to continue learning about how our software solves Fire and Rescue Services needs. By collaborating closely, FireServiceRota ensures not only meeting current needs but also addressing evolving challenges in the future.

Our Product Vision is:

To make sure that every emergency first responder can rely on our services to help them prepare and respond to emergencies quickly, efficiently, and safely.

How?

Providing scheduling and alerting services which are the ultimate solution for emergency first responders who need a trustworthy, reliable, and innovative solution that is easy to use and flexible.

Our team consists of talented developers, dedicated customer service representatives, and forward-thinking firefighters. We continuously seek opportunities to improve how Fire and Rescue Services operate through market research, Customer Days, feedback sessions, data analysis (and more). This commitment is reflected in our roadmap, a tool that publicly communicates the direction of our product's growth.

Get a sneak peek of our roadmap



Ensuring success:

Getting the Most Out of FireServiceRota

At FireServiceRota, our approach to customer service is built on a foundation of trust, transparency, and collaboration. We understand that each Fire and Rescue Service has unique needs, and our goal is to work alongside you, not just as a service provider, but as an extension of your team.

Personalised Support

Every Fire and Rescue Service we work with is assigned a dedicated account manager, supported by a team of internal advisors and experts who are well-versed in the FireServiceRota system. More importantly, they are skilled in understanding the specific challenges you face. By asking the right questions, we aim to get to the root of your needs and develop solutions that are truly tailored to your service.

Customer Success Plans

We maintain regular communication through monthly Customer Success Plan reviews. These meetings are not just a formality but a vital part of our process to **stay aligned with your goals**. During these sessions, we discuss ongoing service requests, upcoming challenges, and any areas where further development or support might be needed. This continuous dialogue allows us to make adjustments that keep the system optimised for your needs.

Ongoing Feedback and Improvement

Customer feedback is central to our support and success processes. We regularly measure the Net Promoter Score (NPS) of our customers and gather qualitative feedback from both application managers and end-users. This input helps us understand what's working well and where we can improve, ensuring that our service evolves in line with your expectations.



Collaborative Learning

Twice a year, we bring our UK-based customers together for Customer Days. These events provide a valuable opportunity to discuss challenges, priorities, and future product development. They also serve as a platform for sharing innovations, ideas, and best practices among services. This collaborative approach helps all of our customers benefit from the collective knowledge and experiences of their peers.

Agile and Adaptive

Our Agile approach to customer success reflects our commitment to being responsive and adaptable. We prioritise your needs, implement changes swiftly, and remain flexible to accommodate any new challenges that arise. This method allows us to deliver updates and improvements incrementally, ensuring that your service is always running at its best without unnecessary disruption.

At FireServiceRota, your success is our success. **We are dedicated to providing you with the personalised support and collaborative environment you need** to achieve your goals.



Software provider; strategic partner

FireServiceRota is more than just a software provider; we are a strategic ally for Fire and Rescue Services, dedicated to **supporting first responders with world-class software and exceptional service**. Our mission is to contribute to a safer world and happier first responders through continuous innovation and a team that genuinely cares.

As highlighted in this Buyer's Guide, our commitment extends beyond our products—**we work closely with fire services across the Netherlands, Denmark, and the UK, adapting to their unique needs to help them protect their communities.** Guided by values of flexibility, trust, and resilience, we strive to enhance the work of fire and rescue services globally.

But don't just take our word for it—hear from the people we've worked with:

"We find FireServiceRota to be a proactive company, developing the application with input from customer user groups and improving the application to support the business needs. The software is easy to work with and has an efficient support team to help and assist with any issues and help getting the best use out of the application."

Adam Jones
Shropshire Fire and Rescue Service

"Nothing is too much trouble for the FireServicerota team. All requests are considered. You can really make the system fit your needs and if it isn't available yet, then they will help create it.
All this backed up by a dedicated and passionate workforce."

Lisa Phillips
Humberside Fire and Rescue Service

"My experience of working with FireServiceRota personnel has always been their demonstration of a high level of proffesionalism, and that they were fully engaging and supportive of the processes that we were trying to achieve"

Alison Farndale
Cleveland Fire Brigade

"We @nottsfireOnCall, are running a scheme in the run up to Christmas to allow on-call teams and families to have some 'guilt free' social time together while maintaining operational response cover.
Using FireServiceRota we are sending shifts to eligible on-call firefighters and allocating it fairly based on skills...
Feedback about the scheme has so far been really very positive."

Kevin Tedds
Nottinghamshire Fire and Rescue Service

Let’s have a chat!

FireServiceRota is designed by firefighters, for firefighters. Our solution enhances efficiency, ensures security, and integrates seamlessly with your existing systems—all while providing unparalleled customer support.

Ready to implement FireServiceRota in your organisation?

- **Schedule a personalised demo:** Our experts will walk you through how our platform can meet your specific needs and improve your service's operations.
- **Request a free trial:** Experience our user-friendly, innovative features firsthand and see how easily FSR can be integrated into your existing workflows.
- **Consult with our team:** We’ll help you map out the next steps for a smooth implementation, ensuring your service gets the most out of our software.

Connect with us today and take control of your availability like never before!

Have questions? Our team is here to help. Contact us at info@fireservicerota.com or visit www.fireservicerota.com to get in touch.

Request your personalised demo:



On-call when needed,
free when possible.



EMPOWERING
EFFICIENCY,
EFFECTIVENESS,
AND PEOPLE.

By firefighters,
For firefighters.