



CONNECT

Fire and Rescue services

CONNECT Dynamic Information Management is the latest addition to the ACTIVE range of fire and rescue solutions, including the market leading PINPOINT and PHOENIX products.

CONNECT changes everything, it has the ability to transform a fire and rescue organisation, encompassing Community Fire Safety, Technical Fire Safety, Operations and much more.

It is designed to streamline processes and provide a single unified platform that links many different sources of data.

Graphical dashboards, allow managers to see at a glance, important data and key performance indicators. Using workflow, routine processes are automated, freeing up time and resource that can be committed elsewhere. Flexibility is at the heart of the system and inbuilt tools make it quick and easy to customise.

CONNECT is based on the latest Microsoft Dynamics CRM 2011 platform so you can be confident your investment will remain at the leading edge of technology. CONNECT is available as a cloud or on premise solution, making it easy to adopt and licence.

Community Fire Safety

Simplify the management and delivery of home fire safety checks. Incoming calls are handled quickly and efficiently and the postcode lookup facility quickly identifies the address. Booking a home fire safety visit is straightforward and a risk rating is provided to determine whether a home visit is required or not. Cancellations are automatically re-scheduled at a suitable time with a suitable officer.

Premises, contacts and the results of home fire safety checks are maintained and

interlinked for reporting and performance monitoring purposes.

Referrals from external agencies are handled via a web based form, which automatically creates an entry in a queue, to be handled by the relevant team.

Technical Fire Safety

Simplify the management and delivery of Fire Safety Audits. Using the built in address lookup facility, commercial premises can be found and used to create the premises record. All necessary contact details can then be associated to the premises. When a new record is created the Fire Safety Audit form is automatically launched and provides an initial enforcement expectation (IEE) for an officer. A complete history of all premises, contacts, and results of Fire safety audits is maintained within the system.

Operations and Fire Investigation

Information gathered during a fire investigation, such as contacts, addresses and incidents will be linked together in such a way that patterns can be easily analysed and identified. It also provides comprehensive case management tools to support fire investigations, with the ability to store documents and photographs and record all activities such as tasks, appointments, correspondence and phone calls. Key information regarding incidents and fire setters can be linked directly with data from another fire service.

Strong security ensures that only authorised personnel can access the data and full auditing ensures complete traceability.



Key Benefits

- Easy to customise
- Resource scheduling
- Management dashboard
- Performance Monitoring
- Improve efficiency
- Eliminate data silos
- Automate processes
- Time and cost tracking

