



Critical Vehicle Communications.

Handsfree keep the emergency services on track...

A tracking solution for a nationwide fleet of critical emergency service vehicles

Handsfree were contracted to carry out a full fleet installation service of a tracking system into a fleet of emergency service vehicles which were part of a national disaster emergency response system. There were 260 Prime Movers and 78 Incident Response Units which operated across the UK.

As a result of each vehicle providing a crucial role in delivering complete coverage, scheduling downtime for such vehicles was difficult. Scheduled installation slots would be cancelled at short notice and vehicles would be moved from county to county to cover for non-operating vehicles.

The co-ordination of such a project is crucial with vehicles only being able to be booked off a run for up to two hours in a day. As a result, electrical checks are often booked in during routine maintenance and service schedules at the local service centres. Because of the nature of the emergency services, it is quite common for installations to be booked in for the following day then cancelled within an hour of scheduled installation.

Along with an installation service, Handsfree also provided a full servicing and maintenance support programme. There was a requirement to turn around any booked in service work within 48 hours at any location in mainland UK. This was of course quite a challenge but with new systems in place to take control of a constantly changing schedule, Handsfree provided 100% support.



SUMMARY

Handsfree provided a tracking solution that was simple and quick to install in critical emergency service vehicles.

KEY CHALLENGES

- 338 vehicles nationwide
- Out of hours working with job schedules changing by the hour
- Required specific detailed training and documentation

SOLUTION

Specific training program with trainer travelling the country to train engineers on the installation within a complex system. Dedicated project manager to deal with booking in installs and service work.

KEY BENEFITS

Tracking of a centrally managed but locally operated nationwide fleet.





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The tracking solution was a simple track and trace system as fuel economy and driver behaviour was not at the forefront of the project. Being able to co-ordinate a regional response, a track of all vehicles progress, to an emergency was critical and a 100% reliability was required. Handsfree provided a simple solution and full service programme that was fully integrated with the operational requirements of a national and regional emergency response system.

If faults were found in the communications equipment Handsfree would be booked to carry out the repair work, if time permitted. If the vehicle was needed back in operation then service work would be scheduled in as required.



Providing a solution that would track emergency vehicles but with a response time of 48 hours from booking was a tough challenge but with new systems in place this was achievable.

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