

Avon Fire & Rescue bolsters connectivity at stations

Customer:
Avon Fire & Rescue

Industry:
Emergency services

Use case:
Station connectivity

Ericsson's cellular solutions ensure mission-critical communications for first responders

Challenge

Avon Fire & Rescue Service (Avon FRS) provides prevention, protection, and emergency response services to the Avon region of southwestern England. With responsibility for more than 1.1 million civilians, 450,000 homes, an international airport, five motorways, and four universities, Avon FRS requires the best available connectivity solutions to ensure seamless communications between firefighters and staff. Any failures in network connectivity can prevent firefighters from effectively carrying out their duties, which has real-world consequences.

When Avon FRS learned that its secondary connectivity bearer would be withdrawn, the agency quickly sought a fast, ultra-resilient router that would not rely on soon-to-be-decommissioned legacy technologies.

Solution

In partnership with Telent, an Ericsson Enterprise Wireless Solutions channel partner, Avon FRS deployed Ericsson Cradlepoint routers in stations, as well as adapters throughout local facilities for failover, Out-of-Band Management, and bandwidth augmentation— all managed from a single pane of glass through Ericsson NetCloud Manager. The cellular-enabled routers are an essential component to the Avon FRS wide-area network (WAN) solution.

Benefits

The collaboration between Ericsson, Telent, and Avon FRS has successfully addressed the pressing need for resilient and uninterrupted connectivity in emergency situations. Thanks to Ericsson Cradlepoint routers and the benefits of the Ericsson NetCloud platform, Avon

FRS now has assured access to continuous communications. This enables more than 600 firefighters to effectively perform their duties without the risk of losing contact with their home station or experiencing a lapse in connectivity to vital equipment on site.

Using NetCloud's real-time data monitoring dashboards, Avon FRS has gained visibility into its network more than ever before. Unlike previous systems, NetCloud allows offsite issue resolution while proactively flagging connectivity failures, resulting in a significant reduction of network downtime and virtual elimination of site visits. The reliability and efficiency brought about by Ericsson's enterprise solutions have positioned Avon FRS to fulfill its mission of protecting and serving the community with dedication, while ensuring the safety and efficiency of its first responders and staff.



“We cover an incredibly high-risk and expansive environment. Failures in communication can put the lives of our teams and the public at risk. Ericsson solutions have helped us significantly reduce that threat.”

John Craig, station manager, Avon Fire & Rescue Service