



## Fast, efficient dispatching with s.ONE

Reference report: Sønderborg, Denmark

A regional fire and rescue service in southern Denmark is slashing minutes off its call-out times after bringing in the Swissphone s.ONE software platform to streamline its dispatching procedure. Speedier mustering of crews at the fire station can quickly translate into property protected and lives saved.

Based in Sønderborg, a coastal town not far from Denmark's border with Germany, the brigade operates from a main station manned by part-time professional firefighters and a further 14 stations spread across the surrounding district; these rely wholly on unpaid volunteer crews.

When an emergency is reported, the professionals and volunteers alike receive the alert via their Swissphone's RES.Q two-way terminals. These are managed and coordinated by the s.ONE system, working alongside the central control room software.

### Keeping a count

«First of all, someone dials 112», explains Nicky Iversen, control station supervisor. «Then the police take information about the incident – whether it's a fire or some car accident – and then they provide that information through a secure line to our fire department and our control centre.»

When a call-out is launched, the message is sent to firefighters on the RES.Q terminals they all carry. «These terminals allow the firefighters to respond and acknowledge the alarm», he continues. «That's the way we get the overview of how many are coming, which functions they

have and from which station they are coming. We use the s.ONE software to get that overview. The local firefighters use s.ONE in the stations and we use it in the command centre.»

Previously, the firefighters were equipped with conventional one-way pagers which could not return a reply: users were unable to report that they were responding to a call until they actually arrived at the fire station. In Denmark, Nicky Iversen explains, a fire crew receiving a call-out is allowed maximum five minutes to dispatch the vehicle from the garage. Afterwards, the next station is alerted, and they again have maximum five minutes. This process continues until a vehicle leaves. «Before, we had to wait around for four minutes to see if there were enough people to go. And if there were not enough people, we would have to call another station.»

With Sønderborg these follow-up alerts are done centrally, even though s.ONE would also allow to do it locally in the fire station.

«But now, within 45 seconds I can see if enough people are coming to the station I have called out – and if not, I can call another station right away. Within one minute I can call out another station if there are not enough people showing! This saves more than three minutes compared to alerting with one-way pagers.»

Nicky Iversen, Product Manager, Sønderborg, DK