



Hampshire Fire and Rescue Service replaces legacy alerters with PageOne's s.QUAD premium paging device

Background

As a long-standing customer, Hampshire FRS turned to PageOne Communications to help replace existing alerters embedded in the organisation over 12 years ago. Hampshire knew they needed to invest in more modern alerters to better mobilise staff and improve their call-out procedure due to geographical and transmission issues. With simple tone, flash and vibrate devices used extensively by the Fire Service, a key requirement for any new device was to have a visual reference and the ability to be intuitively programmed. Hampshire FRS imposed a rigid scoring platform in order to evaluate various devices.

Scoring better than the competition

The s.QUAD scored favourably against other manufacturers in fundamental areas such as battery-life, ease of use and the ability to complement their existing station-end infrastructure. The robust nature of the device, alongside its IP67-rating – protection against dust and water immersion further cemented the Fire Service in its device selection above other devices.

«We researched a selection of devices against our specific criteria from a number of competitors. The s.QUAD was the one device that enabled us to future proof our existing alerting system. We are very happy with this product.»

Dave Heybourne, Station Manager at Hampshire Fire and Rescue Service

About Hampshire FRS

Hampshire Fire and Rescue Authority formed in April 1997 with proportional representation from the unitary authorities; Southampton City Council, Portsmouth City Council and Hampshire County Council, having joint political and financial responsibility for providing a fire and rescue service for the county of Hampshire. From specialist response to civil resilience, animal rescue and an award-winning vehicle extrication and trauma team; Hampshire FRS work hard to educate people and to provide a safer community.

«We also trialed the s.QUAD at a number of different fire stations and the results showed a marked improvement when compared to our existing alerters. We were able to see some immediate benefits such as increased coverage, particularly in difficult areas where we traditionally struggled to receive messages. The s.QUAD also proved far more user-friendly and efficient, in supporting firefighters in their day-to-day roles.»

Dave Heybourne, Station Manager at Hampshire Fire and Rescue Service

In addition to its highly sensitive signal strength, the s.QUAD offers a whole host of unique performance features. From a fully graphic high-resolution display with backlight to an exceptionally loud alerting volume, the s.QUAD stands head and shoulders above other one-way paging devices. The IT Department at Hampshire FRS are also able to interrogate each pager to investigate any potential errors in the transmission of data, thereby providing a wealth of information.

«The decision to purchase the s.QUAD has a lot to do with how we see the future of alerting. It offers us the flexibility to incorporate other technologies and applications as well as support for dual frequency capability which means the pager could work on both our internal system and PageOne's national paging network; eliminating the need for multiple devices.»

Dave Heybourne, Station Manager at Hampshire Fire and Rescue Service

Components of the Swissphone solution

Hardware

- s.QUAD X35

Value for money

As an approved Government supplier, PageOne offers its products and services through the Crown Commercial Service (CSS) RM1045 Network Services Framework Agreement. For publicly funded organisations such as Hampshire FRS, the framework ensures a smooth procurement process, financial savings, choice and flexibility; whilst ensuring compliance with the wider government technology strategy.

As the roll-out of the new devices gathers pace, over 400 s.QUAD pagers are now being used at fire stations across the county, mobilising teams and resources more effectively than ever before.