



## Managed ICT Services for Emergency Services

Flexible, specialist managed ICT services for police, fire, ambulance and public safety organisations.

Emergency services operate in uniquely demanding environments where technology underpins public safety, operational effectiveness and frontline response. Telent's Managed ICT Services are purpose-built for police, fire, ambulance and public safety organisations, supporting both mission-critical operational systems and day-to-day back-office ICT.

Telent provides a fully flexible managed service, capable of supporting a single application or technology through to the operation and transformation of an organisation's entire ICT estate. Our service catalogue includes over 75 managed service items, covering critical national infrastructure, operational systems and core ICT services.

With deep emergency services expertise, security-cleared specialists and proven delivery across the UK and Ireland, Telent enables emergency services to focus on protecting the public while we take responsibility for the performance, availability and continual improvement of their technology.

## Benefits of a Managed Service

### Financial Predictability & Cost Efficiency solution

- Fixed and transparent managed service costs
- Regular financial reporting and service measurement
- Ongoing efficiency and value for money reviews to support shrinking budgets



### Specialist Emergency Services Expertise

- Security cleared engineers with extensive blue light experience
- Deep knowledge of control rooms, communications and operational systems
- Proven cultural fit with police, fire and ambulance service



### Operational Resilience & Availability

- Support for mission critical and operational systems
- Business continuity and disaster recovery aligned to public safety requirements
- Proven resilience during major incidents and operational demand spikes



### Flexibility & Reduced Risk

- Low risk transition and mobilisation
- Rapid accommodation of change with minimal disruption
- Ability to support ICT transformation efficiently and safely



## Why Telent?

### Specialists in Emergency Services ICT

Telent has over 25 years' experience delivering managed ICT services to police, fire, ambulance and public safety organisations across the UK and Ireland. We understand the regulatory, operational and resilience challenges unique to the blue light sector.

### Proven in Mission Critical Environments

- Delivery and support of control rooms and operational systems
- Experience across emergency communications and mobilising platforms
- Consistent performance against demanding SLAs

### National Capability, Local Partnership

- UK wide service and engineering capability
- Local on site teams supporting day to day operations
- Ability to scale rapidly during incidents or periods of heightened demand

### Partnership Led Approach

Telent works in close partnership with emergency services customers, holding regular service reviews, innovation sessions and best practice sharing to ensure ICT delivery remains aligned to operational and strategic priorities.

## Our Managed Service Capabilities

### 24/7 Service Desk

- Single point of contact for ICT incidents and service requests
- ITIL aligned incident, problem and change management
- Priority handling for operational and mission critical services



### Control Rooms & Operational Systems

- Design, integration and support of emergency control room systems
- Support for command, control and mobilising platforms
- High availability monitoring and proactive fault management

### Networks, Cloud & Security

- Managed LAN, WAN, Wi Fi and secure networks
- UK hosted private cloud and data centre services (PSN aligned)
- Cyber security services spanning governance, risk and compliance

### End User, Mobile & Vehicle Connectivity

- Managed desktops, laptops and mobile devices
- Mobile data terminals and secure mobile connectivity
- Vehicle connectivity and communications integration



### Unified Communications & Collaboration

- Voice, video and collaboration services
- Support for multi site and multi agency working

### Service Governance & Continual Improvement

- Regular service and performance reviews
- SLA and KPI management
- Continual Improvement (CI)

### Business Continuity & Future Proofing

- Asset and configuration management (CMDB)
- Business continuity and disaster recovery planning
- Ongoing innovation and technology road mapping



## Case Study: 25 years of providing managed ICT services to Merseyside Fire and Rescue Authority

Merseyside Fire & Rescue Authority (MFRA) serves a population of 1.4 million across Merseyside and operates in a complex, high risk environment. To support fast, effective and life saving response, MFRA required a trusted ICT partner with deep emergency services expertise.

Telent has partnered with MFRA since 2001, with the current managed ICT services contract secured through to 2031. Over 25 years, Telent has delivered and evolved MFRA's mission critical ICT services, including control room and communications systems, driving efficiency, resilience and innovation while maintaining stable costs. Today, Telent continues to modernise MFRA's technology, enabling reliable emergency response and protecting local communities.



Scan the QR code to find out more



## Case Study: Transforming technology to save lives for East Sussex Fire & Rescue Service

Emergency service organisations must continually harness ICT to deliver smarter, safer outcomes for their communities. East Sussex Fire and Rescue Service (ESFRS) protects more than 800,000 people across Brighton & Hove and East Sussex and required a strategic partner to modernise and manage its ICT estate.

Working together since 2016, and with a new contract extending to 2031, Telent delivers a fully managed ICT service for ESFRS. This includes a service catalogue of over 75 ICT services, a resilient private cloud platform, and ongoing governance and innovation. The partnership has improved system reliability and mobility for frontline and control room staff, reduced costs, and enabled ESFRS to safely adopt new technologies while maintaining operational continuity.



Scan the QR code to find out more

