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Image courtesy of West Yorkshire Fire and Rescue Service

Telent helps West Yorkshire Fire and Rescue Service to modernise mobilisation infrastructure

Highlights

- Modernisation of station end mobilisation infrastructure across the 40 fire stations of West Yorkshire Fire and Rescue Service
- Future-proofing critical operational systems ahead of the UK's Public Switched Telephone Network (PSTN) switch-off
- Enhanced resilience through automatic failover and multi-network connectivity
- Secure, cloud-managed networking supporting greater visibility and control
- Delivered with no impact on frontline emergency response operations


Image courtesy of West Yorkshire Fire and Rescue Service

Introduction

West Yorkshire Fire and Rescue Service (WYFRS) serves over 2.2million people across 800 square miles, providing emergency coverage 24 hours a day, every day of the year. Reliable communications are fundamental to emergency response. For WYFRS, station-end systems play a critical role in mobilising firefighters and resources when incidents occur. These systems must remain available at all times, ensuring crews receive alerts and operational information from the service control room without delay.



Image courtesy of West Yorkshire Fire and Rescue Service

Following to recent deployment of a new Control Room Solution, Telent was selected to deliver the new programme, replacing station-end equipment and introducing modern, resilient connectivity designed to support operational requirements both today and in the future.

The challenge: modernising critical communications without disrupting operations

In every fire and rescue service, station-end mobilisation systems are a critical component supporting their vital work. For WYFRS the project to upgrade this equipment needed to be managed in a way that allowed the legacy systems and new solution to operate in tandem while each of their 40 stations were upgraded.

This presented several challenges:

- Replacing ageing station end infrastructure across multiple sites.
- Maintaining full operational capability throughout delivery.
- Managing site access and installation scheduling requirements.
- Ensuring compliant power and connectivity requirements at each location.
- Delivering upgrades within live emergency service environments.
- Supporting reliable communications across geographically diverse locations.

As with any emergency service environment, maintaining service continuity was a non-negotiable requirement throughout the programme.

The solution: future-ready station end communications

Telent designed and delivered a comprehensive station end modernisation upgrade programme.

The solution included:

- Installation of next-generation Firecoder station end systems.
- Deployment of iConsole touchscreen controllers for manual control of mobilisation.
- Introduction of resilient 4G/5G routers that do not use PSTN for backup connectivity.
- Implementation of a cloud-based application for simplified management of the network solution.
- Deployment of Secure Access Service Edge (SASE) Secure Connect capabilities.
- Full project management, installation and quality assurance services.

The programme combines modern station-end technology with cloud-managed networking, providing a secure and adaptable communications platform capable of supporting future operational requirements.

"Emergency services rely on communications systems that must work every time. This programme is about more than replacing legacy technology. It's about creating a resilient communications platform that supports operational requirements today while preparing West Yorkshire Fire and Rescue Service for future demands."

Peter Moir, Managing Director, Network Services at Telent

Supporting frontline emergency response

Delivering infrastructure changes within an emergency service environment requires careful planning and coordination.

Telent developed a structured rollout programme, combining project management, engineering resource and quality assurance processes to ensure installations could be completed efficiently while maintaining operational readiness.

The deployment approach included a combination of single and dual-engineer installations, contingency planning and close collaboration with WYFRS stakeholders. Throughout delivery, maintaining uninterrupted mobilisation capability remained the primary objective.

Benefits: enabling a more resilient fire and rescue service

The modernised solution is expected to deliver several operational advantages:

- IImproved resilience: Modern connectivity reduces dependence on ageing infrastructure and supports continuous operations during network disruptions.
- Enhanced security: Modern networking technologies strengthen protection for operational communications and critical systems.
- Greater operational flexibility: Cloud-managed infrastructure supports easier expansion, management and future integration opportunities.



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"Reliable communication and mobilisation systems are fundamental to how we respond to incidents and protect our communities. After the introduction of a new Control Room Solution, it was essential that we upgraded our station communications without compromising day-to-day operations. Telent has worked closely with us to deliver a resilient solution that strengthens our operational capability today while giving us confidence that our communications infrastructure is ready for future enhancements to our operations."

West Yorkshire Fire & Rescue Service

Dan Brown DDaT Operations Manager at West Yorkshire Fire and Rescue Service

Looking ahead

As the UK communication infrastructure continues to evolve, including the impending PSTN switch-off, organisations across the public sector are reviewing the resilience of their operational communications infrastructure.

For West Yorkshire Fire and Rescue Service, this programme provides a foundation for future communications requirements, supporting resilience, security and flexibility across its station end environment.

The modernised infrastructure will also create opportunities to support future digital services, enhanced operational visibility and integration with emerging technologies, ensuring the Service remains well positioned to meet evolving operational demands.



Image courtesy of West Yorkshire Fire and Rescue Service