

Customer Reference

110 Emergency Services in Rogaland

Norway's best Emergency Service

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Øyvind Hansen

Head of Section, 110 Emergency Service

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ROGALAND BRANN OG REDNING IKS

Organization: Sandnes Municipality

Size: Around 300 employees

Sector: Public

About the organization:

Is responsible for the emergency alert service for 26 municipalities in Rogaland, five municipalities in Hordaland and one in Vest-Agder.

Challenge

In April 2017, the 110 emergency services moved to the new main fire and rescue station in Sandnes, Rogaland. The service centre was to be responsible for fire-related alerts covering an area in Rogaland and parts of Vest-Agder encompassing around 390,000 people.

The new video wall provides much better total oversight than the old premises were capable of. During its move to the new premises, the emergency service provider saw the opportunity to create something groundbreaking and new, something they got the opportunity to do through the partnership that the Sandnes municipality has with Kinly.

In the event of major incidents, it can be necessary for the fire chief to call in emergency staff. It was thus important to be able to easily pick out sources from the larger videowall and transfer them to a smaller video wall for the staff. At the same time, the new video wall had to give a faster and better overview of everything that is going on. Several events are often handled at the same time, and at those times it's important that the workers know what others are doing. Providing information by talking to each other generally didn't suffice. Being able to record visual information on display boards was an important support mechanism, allowing them to see what the others were doing

"With better oversight, you have better grounds for making the right choices as quickly as possible. Not only do you provide help quickly, but you also provide the right help - putting the right resources into the right job."

Solution

The solution consists of a video wall with 12 75-inch screens and Crestron control panel, a smaller variant of the screen wall in the staff room, and a tailor-made solution with preconfigured scenarios. The system is connected to the emergency network's operating system, Vision, and can retrieve information from all sources as needed when the 110 emergency service is to handle an event. This may include

maps, aerial camera views, overview of where fire trucks are, news and information about different events happening at the same time. In the emergency service's room, three people are on duty at all times to ensure that all events are handled well.

The pre-configured settings make it easier to handle things quickly.

"When we were going to create it, we sat down with Kinly's solution experts and outlined different needs and scenarios. Based on this, they proposed a solution that allows us to organise rescue work more efficiently, including pre-configured solutions for various situations. By pressing one button, we can pull up all the screens we need to organise our work in the best possible way, in any given situation," explains Hansen.

"It also means the workers in the emergency center can avoid having to think about which sources they have to consult in a stressful situation, and can think of solutions right away," Hansen explains.

Result

"Moving to the new video wall was like going from the Stone Age to the best you can get in fire and rescue services, the police, and healthcare in Norway. I have extensive experience in the fire service, and have also previously worked in the Norwegian Directorate for Civil Protection, and there is hardly anyone with anything similar in Norway," says Hansen.

"We now have one of the very best 110 centers in Norway, if not the best. I genuinely believe we can say that," says Hansen.

Hansen has only good words to say about the collaboration with Kinly.

"Kinly's experts, who at first weren't familiar with our sector, have grasped what firefighters need. We've acquired a solution that fulfills the wishes we had at the start of the project, and Kinly has delivered them before the deadline the whole way. Kinly understands, solves and delivers, and it has been a joy from start to finish."