
FREQUENTIS transforms West Yorkshire Fire & Rescue Service with cloud-based mobilisation, communication, and incident solution

- **The Frequentis solution will enable West Yorkshire Fire and Rescue Service (WYFRS) to enhance service delivery, meet future demands, and better serve the public**
- **Cloud-based mobilising solution will facilitate all communication and incident management requirements**
- **New Integrated Control Room solution moves Frequentis a step closer to becoming a leading authority in Control Centres**

West Yorkshire Fire & Rescue Service (WYFRS) has selected leading-edge control room solutions from Frequentis to enhance service delivery for the communities it safeguards - through better resource allocation and coordination between emergency services when responding to emergencies.

WYFRS is the fourth largest fire and rescue service in the country, responsible for the safety of over 2.2 million residents and the protection of 800 square miles of land, covering five major metropolitan districts. The diverse landscape, which encompasses everything from vast rural countryside to towns and major cities, presents unique challenges: Frequentis' expertise in providing comprehensive control room solutions and dedication to delivering innovative technology to emergency service organisations has played a vital role in this successful collaboration.

“By implementing the Frequentis systems, we are aiming to enhance the efficiency of our emergency response even further, improve communication and coordination among emergency responders, and optimise our resource allocation. Ultimately, this will enable us to be even better at protecting the millions of residents, the communities and businesses we serve here in West Yorkshire,” says WYFRS Area Manager Scott Donegan.

The contract marks a significant milestone in West Yorkshire Fire & Rescue Service's journey toward modernising its control room capabilities.

“By adopting the Frequentis Microsoft Azure cloud-based mobilising solution, West Yorkshire Fire & Rescue Service will benefit from a comprehensive communication and incident management platform, LifeX, and Unique-mobilisation solution provided by our recent acquisition, Regola. The "System as a Service" approach aligns with the managed service requirements, eliminating conventional concerns and costs associated with ongoing IT management and security,” says Andy Madge, Managing Director

Frequentis UK & Ireland. “This partnering approach represents a significant step forward for Frequentis as we continue to provide modern control room solutions for safety-critical customers.”

The new systems include a replacement Computer Aided Dispatch (CAD) system that is Emergency Services Network (ESN) ready, an Integrated Communication and Control System (ICCS) for seamless telecommunications, radio communications, and data communications, as well as a mobilising system for efficient resource allocation to incidents. The implementation of these cutting-edge systems will enable WYFRS to respond even more effectively to emergency calls, whether the resources are mobile or stationed at various premises, and the mobilising system will streamline the assignment of resources and personnel.

About FREQUENTIS

Frequentis is a global supplier of communication and information systems for control centres with safety-critical tasks. The listed family company develops and markets its “control centre solutions” in the Air Traffic Management segment (civil and military air traffic control, air defence) and the Public Safety & Transport segment (police, fire brigades, emergency rescue services, railways, coastguards, port authorities). With a market share of 30%, Frequentis is the world market leader in voice communication systems for air traffic control. Frequentis is also the global leader in aeronautical information management and aeronautical message handling systems.

As a global player with around 2,100 employees (full-time equivalents/FTE), Frequentis has a global network of companies and representatives in more than 50 countries. Its head office is in Vienna, Austria. Frequentis' products, services, and solutions are used at more than 45,000 operator working positions in around 150 countries. Shares in Frequentis are traded on the Vienna and Frankfurt stock exchanges; ISIN: ATFREQUENT09, WKN: A2PHG5. In 2022, revenues were EUR 386.0 million and EBIT was EUR 25.0 million.

Wherever Frequentis' systems are used, safety-critical operators bear responsibility for the safety of other people and goods. The company also works towards a more sustainable future through its air traffic optimisation solutions.

For more information, please visit www.frequentis.com.

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