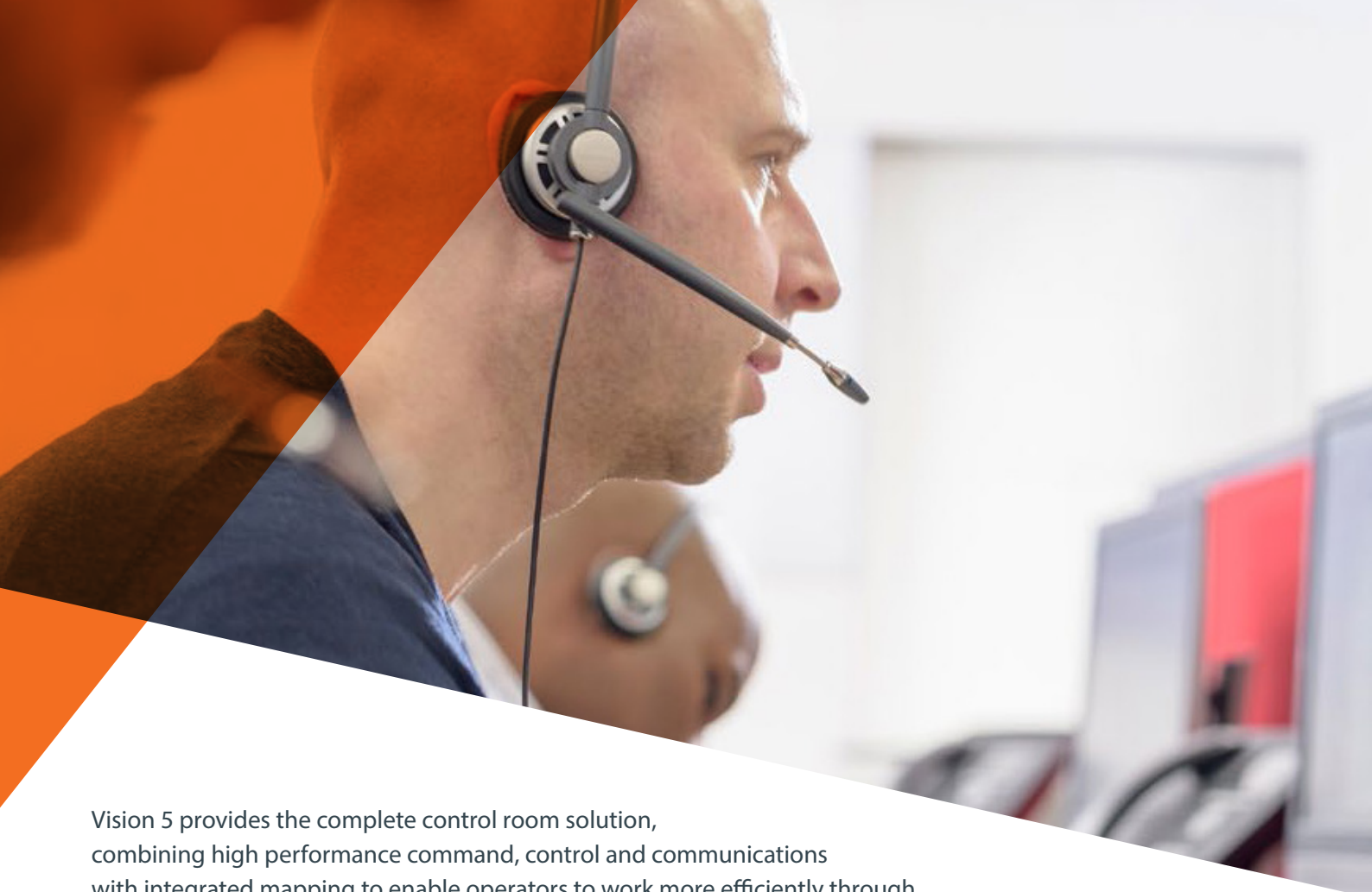# Vision 5

Delivering mission critical operational support to fire and rescue services

\Orchestrating a brighter world

Vision 5 provides the complete control room solution, combining high performance command, control and communications with integrated mapping to enable operators to work more efficiently through an intuitive user interface in a single solution.

THE COMPLETE CONTROL ROOM SOLUTION

Improved customer contact

The Vision 5 system is designed to ensure that all call handlers can respond to every caller in the most appropriate and efficient manner. Through the integration of communications, the call handler is presented with automatic pre-populated fields and a call history minimising the time taken to gather and validate information.

Management information

Enhanced reporting packages show control room activity, operational performance, system loading and optimisation. Vision 5's administrative tools enable the service to amend the business rules and supporting information, ensuring it is using the latest mobilising and deployment policies. Combined with improved analysis and reporting tools, the system administration process enables the service to ensure that the system accurately reflects its operational imperatives.

Advanced dispatch

Vision 5 enables users to define rules to ensure it recommends the most appropriate resource for the type of incident. Vision 5 holds details of crew and officers, skills and duties, combined with up-to-the second information about the location and status of the resources, ensuring efficient and cost-effective response.

Supporting the organisation

Role-based functionality (i.e. call taker, dispatcher, supervisor) can be implemented to suit the operation of the service.
With the Vision 5 web and mobile client applications, the system can be distributed throughout the service, improving operational efficiency.

Flexible client configuration

The Vision 5 Workstation Client presents information to each operator through a highly configurable multi-window format. Typically screen layouts will use a combination of textual, graphical and map presentations optimised to meet each operator's working practices. Operational information displayed in any of the windows will be updated in real time and the screen layouts can be easily and quickly adjusted to suit a change of individual role or underlying operational conditions.

Scalability

The same platform can be adapted to support agencies of different sizes, all underpinned by a common set of functionality and proven support for large volumes of users, calls and resources.

Resource tracking and utilisation

Resource utilisation, supported by the integration of location-based services, can be reviewed by supervisors and senior personnel to provide a holistic view of organisational capacity and capability.

Data communications

Vision 5 supports an increasing use of data communications and includes an integrated contact directory, making access to people simpler. Operators can see the various methods of contact and select to call the contact by phone, radio, text or email.

Integration and interfacing

Vision 5 is a state-of-the-art solution that can be integrated with many standard and proven interfaces. These include connections to mobile data solutions, Fire Station End equipment, duty management systems and other back office applications. The Vision 5 solution has its own external gateways, enabling customers to interface directly using the Vision 5 API.

BENEFITS

Integrated communications

Full telephony, radio and data communications can be handled efficiently though a single client interface.

Improved response times

The use of AVLS, dynamic mobilising and the monitoring of activation times help to improve response.

Enhanced location awareness

Embedded ability to use multiple different location-based tools, such as 999eye and What3Words, as well as a range of textual formats to ensure location accuracy.

Promoting incident visibility

Enabling visibility of incidents to officers on mobile and connected devices.

Driving savings through more efficient use of resources

Integration with all the major rostering, skills and asset management platforms.

Incident sharing

Uses the Multi-Agency Incident Transfer protocols to provide a flexible solution that supports collaboration across agencies or as a shared platform.

Reduced voice traffic

Reducing costs and control room workload through data integration.

Greater utilisation of vehicles and asset management

Driving savings with more efficient use of resources.

Portability

Uses industry standard hardware and operating software, which can be simply implemented anywhere on the network to support both central and distributed control rooms through flexible deployment.

Integrated mapping

Fully integrated mapping provides extensive geo-centric capabilities without the need for a separate GIS.

Scope for collaboration

Flexible solution supports multiple agencies and a shared platform.

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