

telent provides Managed ICT Services for Merseyside Fire And Rescue Authority

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The word "telent" is written in a large, bold, dark grey sans-serif font. It is centered between two thick, solid purple horizontal bars that extend across the width of the page.

telent, a specialist in the effective operation of the UK's critical national infrastructure, and Merseyside Fire & Rescue Authority (MFRA) are marking a milestone moment this year as their collaborative partnership enters its 19th year, with the contract now secured until 2024.

Integrated Risk Management Plan

Serving five metropolitan boroughs – Sefton, St Helens, Knowsley, Wirral and Liverpool – community safety and life-saving operations are top priorities for MFRA. Information Communication Technology (ICT) services are crucial to the day-to-day running of operations and must be developed, aligned and continually reviewed to ensure they can

support the delivery of the Authority's Integrated Risk Management Plan (IRMP) which prepares for various incidents and is a statutory requirement of all fire services.

Since 2001, telent has delivered a range of vital ICT services and introduced multiple innovations, including an Information Technology Infrastructure Library (ITIL)-based service catalogue to ensure that Merseyside can easily alter the services it receives according to changing needs.

ITIL-based service catalogue



Our relationship with telent means we have a partner that we can rely on in the most demanding of circumstances"

At the heart of the contract, telent runs a service desk for MFRA, handling more than 650 IT incidents per month, with 75% of issues fixed by telent remotely, bringing significant cost-savings to Merseyside.

"Our relationship with telent means we have a partner that we can rely on in the most demanding of circumstances," said Phil Garrigan, Chief Fire Officer at MFRA. "As well as having a deep understanding of the blue light sector, telent brings a flexible approach to its service delivery which has proved invaluable to us as we work to keep up with the fast-paced technological changes across the business sphere. Ultimately we know we have a highly-trusted partner in telent and look forward to working with the team for years to come."

ICT life-cycle management services

More recently, telent has made additions to the ICT Service Catalogue which include providing ICT life-cycle management services for National Resilience Fire Control (NRFC) and the introduction of MFRA ICT cloud-based services to deliver in-house apps on frontline appliances. The National Resilience is responsible for deploying and co-ordinating National

Resilience equipment and supporting individual fire and rescue services to minimise the impact of major emergencies.

"What comes with an ICT Service Catalogue is the ability to have a Service Level Agreement with clearly defined Key Performance Indicators (KPIs) and I am pleased as telent continues to meet those KPIs," said Ed Franklin, Head of Technology at MFRA. *"The Service Catalogue also provides the flexibility to easily adopt new services as our requirements evolve or new technology solutions become available."* According to the Home Office, MFRA attends more primary fires per thousand population than any other fire and rescue service in the UK. It is committed to attending all life risk incidents within 10 minutes on 90% of occasions.

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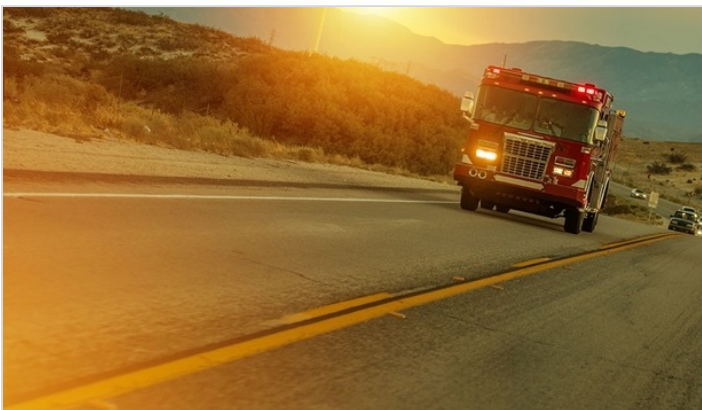
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