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INSIGHT

# PREPARING CONTROL ROOMS FOR THE FUTURE
The transition to the Emergency Services Network

Work is well underway as part of the GBP1 billion Emergency Services Mobile Communications Programme (ESMCP) to deliver the next generation of critical mobile communications for the UK blue-light services. The transition to the Emergency Services Network (ESN) is expected to be complete for all user organisations by the end of 2019. The Home Office is driving the move from the current TETRA network to the LTE-based ESN service, but control room preparation will remain the responsibility of the individual emergency service organisations.

You need to plan now to make sure your control rooms are ready for ESN. That is likely to include upgrading integrated communication control systems (ICCSs), connecting to the Public Services Network (PSN), and integrating with command-and-control systems and back-office applications.

Mason Advisory's consultants have a long track record of supporting these complex emergency service projects, and blue-light organisations can have confidence in our understanding of the business and technical requirements for mission-critical programmes, our knowledge of suppliers and their solutions, and our understanding of the briefings provided by the Home Office and core ESN suppliers.

Figure 1: High-level architecture illustrating control room connections
[Source: Mason Advisory, 2016]
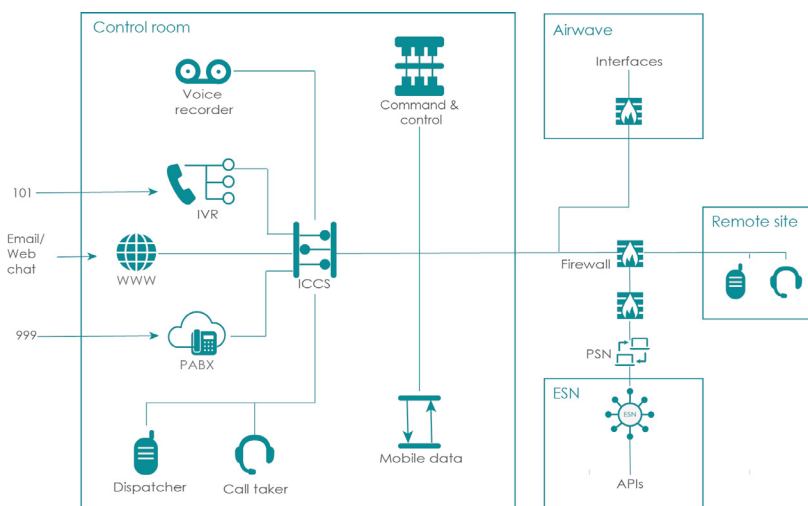
A case in point...

We helped a rural police force save approximately GBP600 000 on its control room upgrade – and made sure it was ready for the ESN.

Our client needed to refresh its control room environment, and asked Mason Advisory to help it get a robust and cost-effective solution. But the force hadn't factored in the impact of the ESN. Using our knowledge of the marketplace, we worked with the force to identify a system that would meet its current needs, while also paving the way for ESN integration.

We reviewed the force's requirements, resulting in a reduced scope that focused on core needs rather than added extras. We also recommended a more streamlined and effective approach to testing. Our consultants reviewed the risk contingencies applied by the suppliers and assisted with the mitigation to bring these costs down.

The force was delighted that we secured a fixed price for the ESN element – a future deliverable – reducing the risk exposure to the customer; this future-proof element was funded by the overall GBP600 000 saving.

We are now working to facilitate the functional design specification stage to ensure all requirements are thoroughly documented and signed off by the stakeholders prior to formal contract award.

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About Mason Advisory

Mason Advisory is an independent IT and telecoms consultancy that does things differently – matching technology know-how with commercial and business sense. For 20 years, organisations across the public and private sectors have trusted our consultants to provide strategic advice and assurance for their most critical projects.

We continue to work for blue-light, transport and energy organisations both in the UK and further afield, and we are currently a member of the Home Office Delivery Partner team for the GBP1 billion Emergency Services Mobile Communications Programme.

We advise on all aspects of ICT, including fixed and wireless voice and data networks, control room and contact centre systems, and virtualised IT environments.

Contact us
If you would like to discuss how we can support you, please email contact@masonadvisory.com or call +44 (0)333 301 0093.

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