

Optevia Essentials for Fire and Rescue Services

Services List

A summary of the fire and rescue service activities supported by the Optevia Fire Essentials.

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Optevia Essentials

Introduction

Optevia Essentials for fire and rescue services are a continuously evolving set of packaged software products that include pre-configured forms and workflow scripts, that help speed up the implementation of Microsoft Dynamics CRM solutions and reduce the overall cost & project deployment risk.

All of the individual Optevia Essentials include escalation and SLA monitoring. Optevia Essentials are also 'open' allowing the forms and workflows to be adjusted to suit individual requirements.

List of Services

Currently the following fire and rescue activities are supported by the Optevia Fire Service Essentials. For all activities, all channel access methods are supported where required – including telephone, web, email, text.

Unless otherwise stated, all processes may be a full request for a service, a request for a form, or simply a general enquiry.

Optevia Essentials for fire and rescue services provides pre-configured scripts and work flow forms for Community Fire Safety (CFS); Technical Fire Safety (TFS) and Emergency Operations (EO).

Community Fire Safety

Provides support for the scheduling, delivery, follow up and escalation of home safety visits in the field by fire officers and community safety teams. Identify and better understand the risks presented to vulnerable groups in society; use MSCRM to more proactively offer home safety checks and understand the common fire safety problems and trends in terms of target groups and group profiling and identify those at risk from accidental or even intentional fires. The Optevia CFS Essential can also be used to coordinate effective community marketing activity and help raise awareness of the importance of fire safety.

Technical Fire Safety

Provides support for technical fire safety teams tasked with the scheduling, delivery, follow up and escalation of monitoring how commercial and public organisations comply with fire regulations and the emergency procedures. This includes all auditing activity & reporting.

Emergency Operations

Operations teams who are tasked with ensuring the safety of operational fire fighters in the line of duty use the Optevia Essential to capture accurate information about the make-up of individual premises and their occupants. Information such as the location of false floors or the presence of potentially hazardous materials or even blue-print lay-outs of the building is collated – thus ensuring the officers on the ground have immediate access to accurate information to help them pre-plan and better understand the scene that may await them. The EO Essential also provides fire fighters in the field with valuable information about the occupants of premises, especially the vulnerable or elderly. The EO Essential includes a data feed to mobile data terminals, (MDT's).

