



Secure Resilient Networks

Merseyside Fire & Rescue Authority Case Study

Merseyside Fire and Rescue Authority (MF&RA) cover an area of 653 square kilometres with a population of 1.4 million business and private residents.

With approximately 1,700 staff employed at its Community Fire Stations and administrative centres, effective communications are critical to providing a quality service.

So when MF&RA introduced a secure access system to enable Senior Officers to work from home, the ICT Manager George Wood was looking for an Internet Access solution that was both effective and simple to rollout.

**As if you were in the office.
But with better coffee.**



"We discovered CI whilst working on a wider communications project and it seemed logical to investigate their capabilities for our remote working programme", said George.

"CI were able to offer a single contract covering home users across the region, thus reducing administration effort. They could also offer a prompt and efficient direct support team and a dedicated technical account manager to resolve any queries. The single contract and the sheer simplicity of installation were key factors in our decision making process."

"A major benefit of having just one supplier across the region is billing. Each individual pays their normal phone bill to BT, and MF&RA covers the fixed cost of the router and the low contention ratio broadband service by a single call off order on CI", concluded George.

CI-Net is now providing services to neighbouring Fire and Rescue Services.

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George Wood, ICT Manager, Merseyside Fire and Rescue Authority

Please contact us for further information

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