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In Focus

Building modern and independent control rooms for Suffolk Fire and Rescue Service

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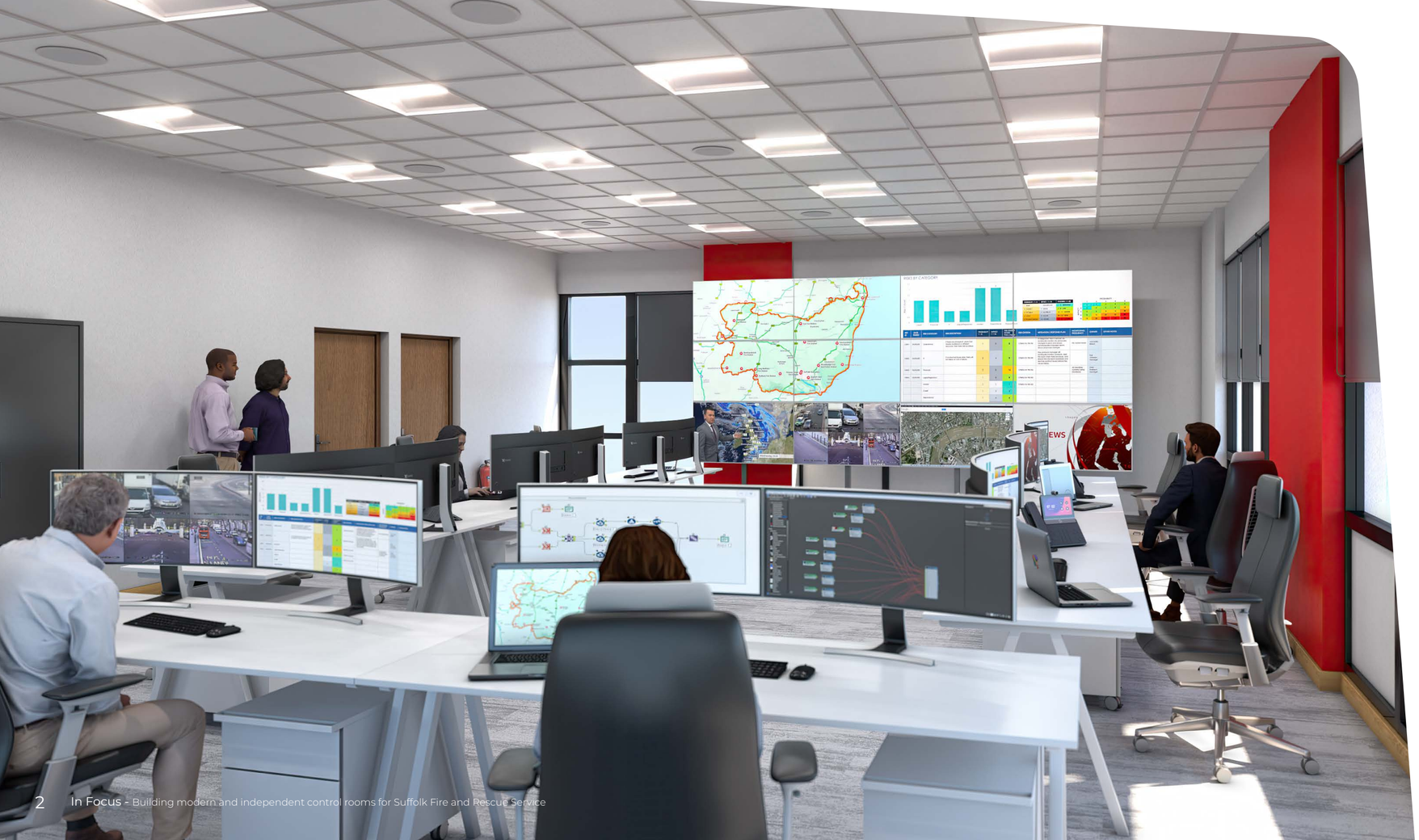
SUFFOLK FIRE AND RESCUE SERVICE



Building modern and independent control rooms for Suffolk Fire and Rescue Service

Covering the county of Suffolk in East Anglia, Suffolk Fire and Rescue Service (SFRS) responds to a variety of emergencies across the community. Having previously shared a control room with Cambridgeshire and Peterborough Fire and Rescue Service, SFRS sought to strengthen its emergency response capabilities and made the decision to invest in its own purpose-built control rooms. The primary control room would be established in Ipswich, with a secondary site in Felixstowe designated for disaster recovery to ensure operational resilience in the event of disruption to the main facility.

The Requirement

Suffolk Fire and Rescue wanted a modern and scalable control room solution that could provide improved situational awareness and enhance decision-making during critical incidents. The aim was to build a control environment that was both resilient and future-proof, one that could adapt to changing needs and accommodate emerging technologies.

To meet these goals, the system needed to support multiple data feeds, from live video and network traffic to weather and geolocation data, all presented in a highly visual and configurable format that allows operators to easily customise the information they engage with. Crucially, the solution also had to enable remote management of systems and support continuity of operations in the event of disruption to the main site.

The Solution

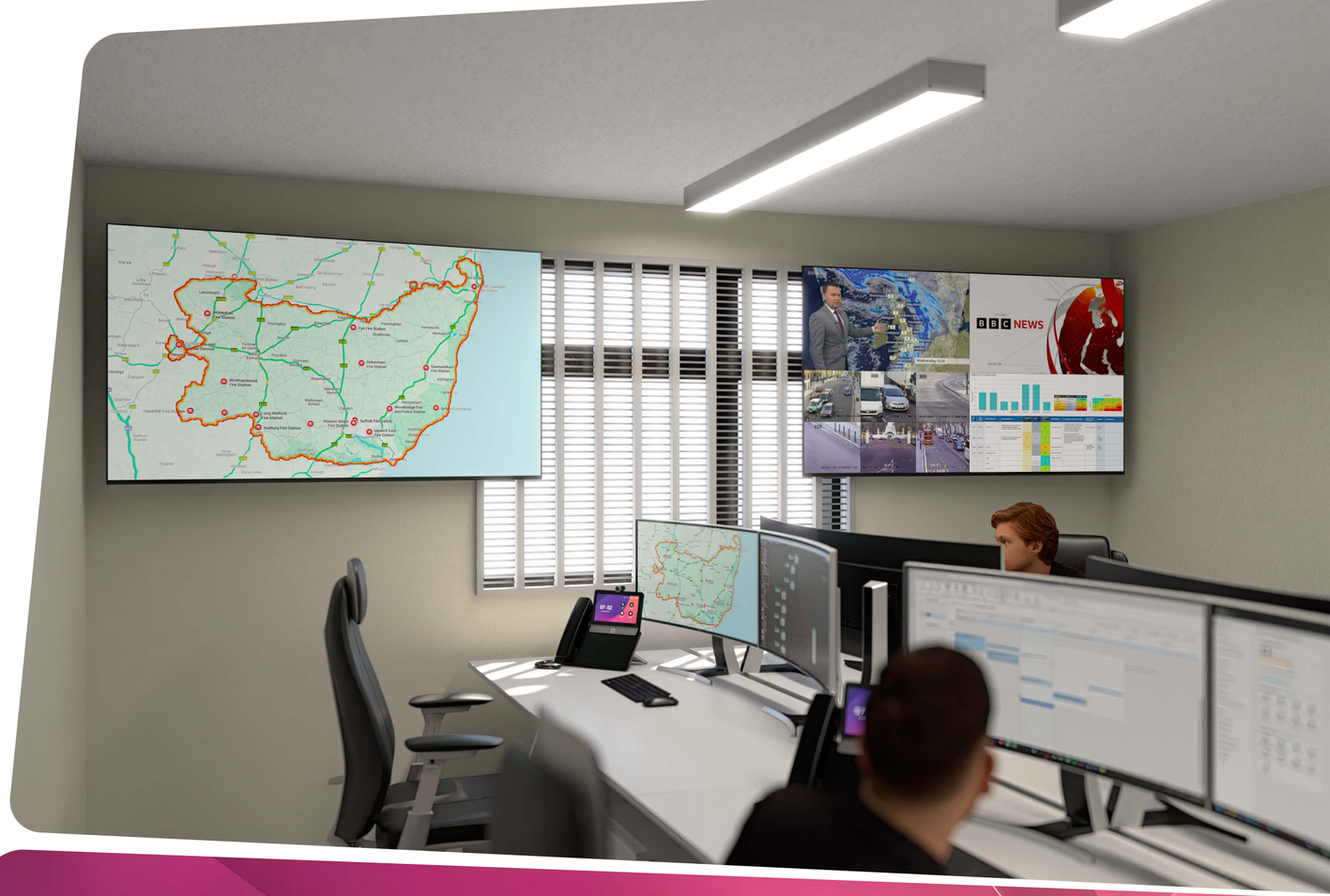
Working in partnership with Cinos, a high-performance control room solution powered by VuWall's TRx platform was delivered. At the heart of the new system is a dynamic video wall setup, comprised of Samsung displays arranged in a 3x4 layout at the Ipswich site and a dual-screen setup at Felixstowe.

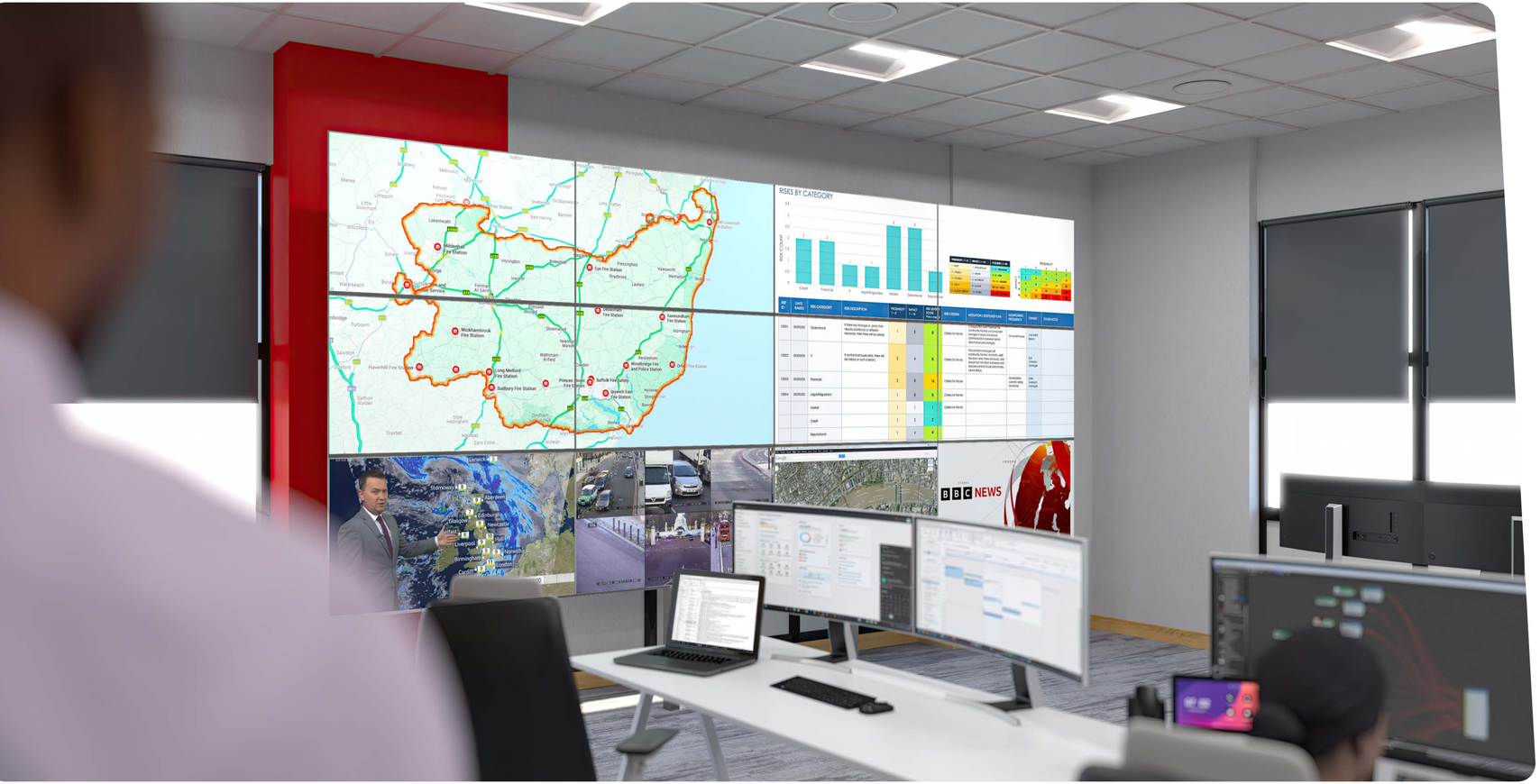
Displaying a wide array of content, the Samsung video wall provides operators with any combination of information, such as CCTV footage and web-based dashboards, to real-time weather data and geolocation tracking. With VuWall's TRx platform in place, operators can seamlessly shift between preset layouts or adapt their screens to cover unfolding events, using VuWall's web-based interface.

To support this level of functionality, an application server runs multiple virtual machines, each dedicated to specific operational tasks. This setup allows the control room to monitor call handling, network traffic, and local news updates, all from a single interface. The system was also designed with future enhancements in mind, including the option to incorporate keyboard, video, and mouse (KVM) technology for secure remote PC management and the ability to scale video wall size and functionality as requirements change.

The Felixstowe site mirrors the capabilities of Ipswich on a smaller scale, serving as a dedicated disaster recovery location. In addition to ensuring continuity during outages, the Felixstowe control room can also be used for smaller-scale events or to monitor local incidents, offering flexibility without compromising the availability of the main control room.

> Emergency services command and control rooms are mission-critical environments where the ability to interpret and act on real-time information is essential. Our partnership with Suffolk Fire and Rescue Service reflects our commitment to supporting the vital work of blue light organisations. Using our expertise in control room technology, we have designed a system that ensures efficient resource deployment and strengthens SFRS's mission to serve the local community.
>
> **Steve Franklin,**
> Executive Director, Cinos.





The Benefits

Enhanced situational awareness – real-time data from sources such as CCTV, geolocation systems, and weather feeds are displayed on large-format video walls, helping operators visualise information.

Operational resilience – the Felixstowe site provides full disaster recovery capability, ensuring service continuity if the main Ipswich control room experiences disruption. It mirrors the functionality of the primary site, allowing SFRS to maintain operations during emergencies without compromise.

Future scalability – the modular design of the system allows for easy expansion. Additional video wall screens, system inputs, and features like KVM functionality can be added as needs evolve and budgets allow.

Strengthened user experience – operators have access to customisable layouts and easy control over connected systems using VuWall's web-based interface at their workstations.

The Technology

For an in-depth look at the technology we used on this project or to download the relevant data sheets please visit our website. You can also see the other projects we have been working on and catch up on any company news.

VuWall SAMSUNG

Striving for excellence in everything we do

Cinos have always embraced an underlying commitment to deliver excellence, whether that is in the projects we deliver, the development of our staff or working towards a greener future, we ensure that our company values are at the heart of everything we do. This level of commitment has been proven with globally recognised accreditations including ISO 45001, 9001, 14001, 27001 and Investors in People.

CINOS.net

Please scan the QR code or visit:
www.cinos.net/our-projects

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