

Automating secure data access from emergency vehicles



Birdstep's SafeMove Mobile VPN solution has been installed in the City of Helsinki's Fire and Rescue vehicles since 2006. Permanent availability, system reliability and ease of use have been the major benefits of SafeMove and have brought confidence to the performance of day to day emergency operations.

Background

The City of Helsinki Fire and Rescue Department employs about 650 people of which 500 work in frontline rescue services and the rest in support functions. Rescue operations include fire-fighting, recovery and emergency medical response as well as dealing with all sorts of accident situations. The Fire and Rescue Department runs emergency response operations 24 hours a day, 365 days a year, dealing with tens of thousands of callouts annually. The challenge was to find an easy to use data communications solution ideally suited to use in vehicles, which would work equally reliably on the move and at the site of the emergency and would also ensure use of the fastest network connection available (GPRS, HSDPA, WiFi, authority networks).

SafeMove automates network connectivity

SafeMove Mobile VPN software has been installed in every operational unit of the Fire and Rescue Department. There are dozens of fire tenders, ambulances, medical response teams and boats on active callout and standby at any one time. SafeMove is relied upon by everyone taking part in the provision of emergency services including fire-chiefs, fire-fighters, paramedics and doctors. All emergency units use a field command and control system and various web-based applications which provide real-time information about fires, accidents and road and weather conditions. With SafeMove securing and automating connectivity to the central network, real-time information is always easily available with zero downtime, whether the unit is at its base, on the move or at the rescue destination.

HELSINKI RESCUE DEPARTMENT

The Helsinki City Rescue Department is one of Finland's 22 regional rescue units. It is responsible for carrying out tasks such as fire safety inspections, fire and rescue operations and emergency medical response in the Helsinki area. The emergency units on permanent standby include fire and rescue vehicles, ambulances and specialist fire-fighting and oil-spill prevention boats as well as a number of vehicles in reserve. The number of rescue operations in 2009 was 51,060, consisting of 8,357 fire-fighting and rescue operations and 42,703 ambulance and other first response operations.

For more information, please visit: www.hel.fi/pe1.

SafeMove's operational benefits

SafeMove offers an unparalleled user experience with genuine "zero-click connectivity" together with strong security. The emergency teams are automatically connected to the best available fixed or wireless network with no manual intervention. A key feature of SafeMove is seamless roaming from one network to another so active application sessions are maintained as devices switch networks or during gaps in coverage. **"SafeMove has worked reliably without a single downtime incident since day one. From an IT operations point of view it is also important that we standardise on a single, centrally managed solution for all emergency units,"** comments Harri Lehto, the CIO of Helsinki City Rescue Department.

Close co-operation with Birdstep

Lehto says that the co-operation with Birdstep has worked very well. After the pilot project and the initial configuration work, SafeMove has provided a mission-critical service without a single issue. **"I could say that the phrase "plug and play" is often the source of jokes in the IT world, but in this instance it is absolutely the case,"** Harri Lehto says. **"In my opinion Birdstep's delivery of our project has been results-orientated and pro-active from the beginning. Product development and technical support have both worked excellently".**

For more information about SafeMove please contact safemove.sales@birdstep.com or visit www.birdstep.com.



SafeMove's reliability, ease of use and, most importantly, immediate availability are extremely important for us. They have had a major positive impact on operations because of the confidence we have in getting access to information.

Harri Lehtonen,
CIO,

Helsinki City Resque Department

BIRDSTEP TECHNOLOGY

Birdstep Technology is a leading provider of secure and seamless wireless connectivity software for operators, enterprises and mobile device manufacturers. SafeMove is a mobile VPN solution providing seamless and secure connectivity to business data for corporations and governments. Birdstep Technology was founded in 1996 and is since 2002 listed on the Oslo Stock Exchange under the ticker "BIRD." The company is headquartered in Oslo, Norway, with competence centres in Sweden, Finland and the United States.

CONTACT US

safemove.sales@birdstep.com

www.birdstep.fi