

Built for modern crises - designing control rooms for the realities of modern emergency response

The emergency services control room is at a critical point of transformation. **Tim Macnaughton, Frequentis UK Head of Public Safety**, explains why complete control room solutions are now key to keeping the public safe.

Emergency services are navigating rising demand and increased digital public contact. The fact is citizens no longer communicate solely by voice. Incidents increasingly arrive through text, video, digital platforms, and social channels. At the same time, every crime or incident has a digital element and contextual data that has to be assessed quickly, securely, and collaboratively.

Integrated, cloud-ready platforms are now essential to delivering faster, safer, and more resilient emergency response. Control room modernisation isn't just an IT upgrade, it's a strategic priority. Frequentis complete control room solutions are designed to address this reality.

Unified operational picture in a complex environment

Frequentis' Unique CAD (computer aided dispatch) suite acts as the operational backbone connecting communication, incident management and resource mobilisation into a single, mission-critical workflow.

From the moment an incident is received via voice, text or digital channels, through to dispatch and resolution, operators work within a single, unified environment.

Real-time data, mapping, communications and operational context are visible in a single operational picture, enabling faster and better-informed decision-making when every second counts.

This integrated approach directly addresses many of the pressures facing public safety organisations: non-standardised systems, interoperability barriers, data overload, and ageing technology that remains mission critical but difficult to maintain.

A modular, open architecture allows organisations to modernise at their own pace, integrate with existing systems, and protect data sovereignty, whether deployed on-premise, hybrid, or in the cloud.

And it supports the shift to omnichannel public contact. Not everyone can, or wants to, make a voice call. For individuals with hearing impairments, those in distress, or communities



where English is not a first language, text, video, and digital channels are essential to access to emergency services.

Real-world proof: cloud-based complete control room in action

West Yorkshire Fire and Rescue Service (WYFRS) has become the first UK emergency service to operate a fully cloud-based, mission-critical control room using Frequentis technology.

WYFRS adopted a complete control room solution delivered from the public cloud with the Unique CAD suite at the operational core, delivering end-to-end incident lifecycle management, standard-compliant fire mobilising, and seamless integration with communications and mobilisation services.

Voice, data and dispatch are integrated in a single, secure environment, serving over two million people in one of the UK's largest and most diverse regions, supporting 40 fire stations.

Our approach is designed to complement WYFRS's mission to prevent emergencies, protect communities, and respond effectively when incidents occur.

The platform integrates seamlessly with third-party systems including mobile data terminals, station equipment, and radio network. For control room operators, this means greater flexibility, resilience, and clarity during incidents.

For fire crews on the ground this means

faster coordination and more accurate information. For the public, it means quicker response times and better-supported emergency services when help is needed most.

Crucially, the move to the public cloud reduces on-site infrastructure and simplifies maintenance, freeing organisations from restrictive hardware-heavy environments, while remaining compliant to the demands of mission-critical operations. This deployment represents a significant step forward for emergency services, demonstrating that cloud is a viable, secure operational model today.

Designed for frontline realities

Technology alone does not deliver better outcomes. What differentiates modern control room platforms is how well they align with real-world workflows. Frequentis' public safety solutions are shaped by decades of mission-critical experience ensuring that systems support call handlers, dispatchers, and commanders under pressure.

Enhanced situational awareness, real-time intelligence sharing, map-centric incident management, and seamless multi-agency collaboration all help emergency services protect people more effectively, while safeguarding those who serve on the frontline.

Integrated, cloud-ready control room solutions are about resilience, inclusion, and delivering better outcomes for the communities emergency services serve.