
UK's first cloud-based emergency control room deployed for West Yorkshire Fire and Rescue Service

- **Frequentis has enabled West Yorkshire Fire and Rescue Service to become the first UK emergency service with a fully cloud-based control room**
- **Hosted on a secure public cloud, the system will provide faster coordination, accelerating fire crew response times**
- **The new control room equips operators with enhanced flexibility, third-party integration, and streamlined operations to better support crews protecting over two million residents**

Frequentis has successfully delivered a fully integrated, cloud-based control room system for West Yorkshire Fire and Rescue Service (WYFRS) – the first mission-critical deployment of its kind for a UK emergency service.

The solution combines Frequentis LifeX with the Regola (a member of the Frequentis Group) Unique Computer Aided Dispatch (CAD) platform, hosted securely on a public cloud, the first time this has been achieved for a mission-critical control room in the UK. It provides a single environment for voice, data, and dispatch operations, and integrates with third-party systems including mobile data terminals, station end equipment, and the Airwave radio network used by UK emergency services.

Now operational from WYFRS's Headquarters, this state-of-the-art facility provides the support functions for 40 fire stations. The system enables effective incident management across a diverse landscape of rural areas, towns, and major cities, covering 800 square miles and serving more than 2.2 million people.

“This project has been a true collaboration between our teams and Frequentis, and the results speak for themselves with smooth integration of the new system and exceptional support throughout. Now that our control room is live in the public cloud, we have the flexibility, resilience, and scalability to better serve our communities and support our crews on the frontline,” says Dave Walton, Deputy Chief Fire Officer at WYFRS.

The cloud-based model reduces the need for on-site infrastructure and simplifies ongoing maintenance, while giving WYFRS the flexibility to adapt its operations as future needs evolve. This is the first time a true public cloud solution has been implemented for a UK emergency service, setting it apart from previous projects that were limited to private cloud environments.

“This is a landmark project for Frequentis and a key moment for control room innovation in the UK,” says Mike Garrod, Managing Director Frequentis UK. “It reflects our commitment to delivering secure, resilient, and adaptable solutions for emergency services.”

Frequentis began its relationship with WYFRS in 2023, to modernise mobilisation and incident management systems. This successful go-live extends that programme, reinforcing Frequentis’ role as a trusted supplier of scalable control room solutions in the public safety sector.

About FREQUENTIS

Frequentis stands for a safer world. Our solutions are used in our customers’ command and control centres to help them make the world safer.

Frequentis is a world leader in high-tech solutions for Air Traffic Management, supporting both civil and military air traffic control organisations, as well as Public Safety and Transport, where police, emergency rescue services, fire brigades, railways, coastguards, and port authorities rely on our extensive portfolio.

The listed family business based in Vienna, Austria, drives innovative and sustainable solutions for safety and security in everyday life and in the safety-critical sector. Its air traffic optimisation solutions for air traffic control centres are contributing to reducing emissions.

As a global player with more than 2,600 employees (full-time equivalents/FTE), Frequentis has a worldwide network of companies in over 50 countries. Its products, services, and solutions are used in around 150 countries. Shares in Frequentis are traded on the Vienna and Frankfurt stock exchanges; ISIN: ATFREQUENT09, WKN: A2PHG5. In 2025, revenues were around EUR 580 million and EBIT was around EUR 47 million (preliminary figures).

For more information, please visit www.frequentis.com

Jennifer McLellan, Global Media Relations Manager
jennifer.mclellan@frequentis.com, +44 2030 050 188

Barbara Fuerchtegott, Head of Communications/Company Spokesperson
barbara.fuerchtegott@frequentis.com, +43 1 81150-4631

Stefan Marin, Head of Investor Relations
stefan.marin@frequentis.com, +43 1 81150-1074