

CASE STUDY
PUBLIC SECTOR



SDIS FIRE AND RESCUE

How BlackBerry® delivers operational efficiency.

 **BlackBerry**

CASE STUDY

SDIS FIRE AND RESCUE

SDIS is the fire and rescue service for the region of Loire Atlantique in western France. Made up of more than 4,000 firefighters across 98 fire stations, the service covers more than 1.3m inhabitants, and receives more than 2,000 emergency calls a day.

CHALLENGE

With a large geographical area to cover, members of the SDIS executive committee inevitably spent significant time travelling. But part of their remit was also to make the service as efficient and streamlined as it could be. It was clear that secure, reliable real-time mobile email was necessary for operatives to work efficiently in the field. Finding the right solution to deliver this initially proved difficult. SDIS had tried and dismissed laptops, PDAs and ineffective mobile phone options, before they discovered the flexibility, security and power of BlackBerry solutions.

SOLUTION

Before implementation, there were a few questions to be answered. Data security was vitally important to SDIS but BlackBerry® Enterprise Solution met every requirement. SDIS signed up initially as a test. Immediately the IT directors saw the potential and quickly rolled out 20 BlackBerry smartphones to the members of the executive committee.

The reaction was positive. The committee found the smartphones easy to use and quickly adapted to the wireless availability of email and calendar, plus voice on one robust device. BlackBerry Enterprise Solution has solved the two main challenges faced by SDIS: availability and responsiveness.

SDIS found the wireless solution answered all their security issues. Now members of the executive committee use BlackBerry smartphones for their email and calendar as well as voice calls. This means they go into the field armed with one device that meets all their communication requirements.

BENEFITS

**IMPROVED
COMMUNICATION
BETWEEN COLLEAGUES**

**EFFICIENT TIME USAGE
FOR MOBILE STAFF**

**EASY TO USE
AND MASTER**

**SECURE WIRELESS
DATA**

"We had to make sure that the solution we picked didn't compromise our system's security architecture. We had a long list of security requirements and BlackBerry met all of them."

Loic Planet, IT Systems Manager, SDIS

Find out more at www.blackberry.com/sdis