



Customer Testimonial

Maple Complete Service Critical Installs for Dorset & Wiltshire Fire and Rescue Service

"Maple were recommended to us and we weren't disappointed, their positive 'can do' attitude and openness to discuss our requirements and how they could support and work with us was fantastic.

Dorset and Wiltshire Fire and Rescue Service would be happy to recommend the services of Maple Fleet Services to other 'Blue Light' organisations"

David Geddes
Operational Effectiveness and
Incident Ground Technology Manager



**DORSET & WILTSHIRE
FIRE AND RESCUE**

When Dorset & Wiltshire Fire Service needed to make upgrades to service critical in-vehicle equipment, they recognised the logistical challenges such an install program presented.

With a varied fleet of fire appliances and specialist vehicles, they turned to Maple, to manage the rollout of 200 Panasonic CF33 Tablet PC Docking Systems.

Retro-fit installation projects provide something of a unique challenge. Balancing deadlines with the demands of client schedules to minimise service disruption, often across multiple sites and different vehicle variations can be quite a task. This scenario carries added complexity for blue-light operations.

Maple are well versed with such scenarios, having completed similar projects for the Police and Fire Service previously; as the preferred installation partner for Panasonic their knowledge of both the equipment and experience of working across a plethora of different vehicles appealed to Dorset & Wiltshire Fire Service when making their decision.

Close Working Relationship Crucial to Success

“As part of the rollout of Panasonic CF-33 devices within Dorset and Wiltshire Fire and Rescue Service we identified the requirement for a vehicle installer that could meet our requirements and work with us to deliver this project within tight timescales and to a high standard.” commented David Geddes, Operational Effectiveness and Incident Ground Technology Manager for Dorset and Wiltshire Fire and Rescue Service. *“As part of the project we had to replace existing 'legacy devices' (including docking stations), re-work antenna configurations and also install an additional device with associated docking solution in the rear of the appliance crew cab, this was across various vehicle types ranging from standard fire appliance's to specialist vehicles,”* David continued.

With just 6 weeks to complete the entire rollout on 5 different sites across the region it was crucial to ensure a close working relationship



Example installation of the Panasonic CF33 Tablet PC Docking Systems, to a Fire Service Vehicle.

between the client and installation team. Maple formed a working group, consisting of a Project Manager, who oversaw planning and logistics, 2 senior on site vehicle technicians to complete the installations and an internal service co-ordinator to ensure that the project was delivered on schedule.

“Maple were recommended to us and we weren't disappointed, their positive 'can do' attitude and openness to discuss our requirements and how they could support and work with us was fantastic. Communication was key in planning how we would install 200 devices within 6 weeks, this was achieved via two installation sites working concurrently within the Service with the professionalism and experience they brought being a key part to the success of doing this on time, on budget and with no interruption in Operational Response,” concluded David Geddes.