![Emergency Reporting™ logo]

Case Study | Leland Fire-Rescue

Leland Fire-Rescue Saves Time and Resources by Switching to a Cloud Based System

Photo Courtesy of Leland Fire-Rescue

Company
Leland Fire-Rescue

Profile
Leland Fire-Rescue is one of the most comprehensive emergency service departments serving Northern Brunswick County in the state of North Carolina with roots going back to 1959. Their department consists of two life time honorary members, 18 career staff members, volunteers and high school cadets that respond to over 3,000 emergency requests per year.

Leland Fire-Rescue prides itself on its duty to respond to requests for emergency services and ensure the safety of its citizens, visitors, and businesses in the community. In June of 2008, Leland became the first department in Brunswick County to become heavy rescue certified, and recently began offering EMS response at the paramedic level. (www.lelandfirerescue.com)

The Challenge
Leland Fire-Rescue needed to eliminate the responsibility of maintaining a server, while meeting the requirements of the department's rapid growth and need for a records management system "that could grow with us without the headache of having to 'pay-as-you-go' as the other vendors required," states department Chief John Grimes.

Leland needed a system that offered ease of use and was easy to train new employees on without the additional licensing costs for more users.

Customer service was also important to the department. "Our previous vendor tailored their service and cost to the high-end departments and customers. They were not interested in smaller 'rural' customers," states Chief Grimes.

Once the needs of the department were recognized and they realized that their current vendor wasn't able to accommodate their requests, they decided to look for a new solution.

The Search

When the department decided to move away from its old system, they did a "Google Search" for a new solution.

"We wanted to move to a cloud based reporting system that did not have the 'server' aspect of responsibility on our side," acknowledged Chief Grimes.

In addition to hosting their current vendors software, Leland was also responsible for maintenance and uploading any system upgrades, which took time and resources to manage.

The Solution

Emergency Reporting offered the Leland Fire-Rescue department a "one cost gets you everything" solution that Chief Grimes was looking for.

"We liked that [Emergency Reporting] was not nickle and diming us every time we turned around." voiced Chief Grimes, "Our previous costs were double what they are now for two users and we hosted their software on our hardware."

Once the department made the switch to a cloud-based system, they were able to securely and remotely submit their reports in a timely manner. They were also able to have multiple concurrent users at a time, on multiple computers or devices, with no additional licencing fees per user.

As the Leland station grows, Chief Grimes can train as many employees and volunteers as he needs for his expanding department knowing that the system will scale with them. The reporting system is automatically maintained and upgraded on a continual basis so no time is wasted on loading software, and the energy costs of maintaining an in-house system were eliminated.

Grimes describes the system as "robust and simple to use with good reports and simple GIS (mapping capabilities)."

While solving the department's budget concerns, Leland Fire-Rescue was pleased with the response times for technical questions and the level of customer service at Emergency Reporting.

"The customer service is 10 times better. I generally get a call back within an hour. My previous provider was NEVER the same day. Typically 2-3 days," states Chief Grimes.

Leland Fire-Rescue remains a loyal customer of Emergency Reporting because ER strives to continue to meet the demands of firehouses like theirs across the country and beyond.

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