



CIVICA

# Case Study



## tranman

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*Peter Price, Workshops Manager,  
South Wales Fire and Rescue Service*

## South Wales Fire and Rescue Service commits to Tranman

### Introduction

South Wales Fire and Rescue Service was formed in 1996, following the amalgamation of three neighbouring fire and rescue services, Gwent, South Glamorgan and Mid Glamorgan. South Wales Fire and Rescue Service now covers a geographical area of over 1000 square miles and a population of almost 1.5 million people.

South Wales Fire and Rescue Service is one of the largest Fire & Rescue Services in the United Kingdom serving rural, urban and coastal areas. The service responds to more than 60,000 emergency calls every year, ranging from fires to road traffic collisions, rescue operations to chemical spills.

The South Wales Fire and Rescue Service Headquarters is located at Pontyclun, with a workshop facility, purpose built to carry out all repair and maintenance work for the 50 fire stations based in South Wales. The workshop is responsible for a specialist, mixed fleet consisting of more than 90 water tenders, 30 specials including aerial appliances, rescue tenders, foam tenders and rescue boats, 260 light vehicles as well as 450 items of plant including major rescue ladders, portable pumps and hydraulic rescue sets. The Workshops complex also provides maintenance for operational equipment such as high and low pressure hoses and fog guns.

In addition to the fully equipped main workshop area, the complex includes modern rolling road brake testing equipment, a body repair shop, paint shop including a negative pressure oven, plus specialist welding facilities and electrical repair bay creating a 'one stop shop' facility to cater for the demands of a large and highly specialist mixed marque fleet of emergency and support vehicles and associated highly specialist plant.

Tranman has been in place as the fleet management system since 1996. Peter Price, Workshops Manager, South Wales Fire and Rescue Service explains the reasons for choosing Tranman. "When evaluating

fleet management systems, we chose Tranman as it was a tried and tested solution, and was widely used, not only by other fire brigades of a similar size to South Wales but by the public sector in general."

For the next four years, South Wales Fire and Rescue Service experienced a period of rapid change, focused on ensuring the smooth transition from three smaller fire and rescue services to one large, centralised Fire and Rescue Service. At the same time, with the introduction of Best Value, South Wales Fire and Rescue Service became aware of the need to prove the internal workshops were providing a quality service in terms of cost effectiveness and productivity which was comparable or superior to the private sector.

### Measuring performance

South Wales Fire and Rescue Service conducted a review of the way that Tranman was being used. The conclusion was that Tranman was underused and they were not gaining the maximum benefit from the data they were recording in the software. To rectify the situation, South Wales Fire and Rescue Service, working in partnership with the customer services team from Civica, devised an action plan. The Service agreed to commit fully to the project and developed contacts with other Tranman customers, such as Avon Fire and Rescue Service and Gwent Police, to share knowledge and best practice. South Wales Fire and Rescue Service began to use Tranman to produce management information and analysis on performance indicators, enabling them to realise the true value of the software.

South Wales Fire and Rescue Service is now assessed against a number of national objectives and targets set out in the Welsh Assembly Government's Fire and Rescue Service National Framework for Wales. The three Welsh fire and rescue services meet every quarter to collaborate and compare performance on specific measures of success. South Wales Fire and Rescue Service measure their performance indicators from the data entered into Tranman using Crystal

**South Wales Fire & Rescue Service currently benefits from using the following Civica solutions**



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reports. Performance indicators can include:

- cost of annual servicing for the fleet
- cost of scheduling maintenance
- downtime of appliances
- breakdown statistics, such as the number of flat batteries in winter

### The future – Tranman release 8

Today, more than 10 years since starting to use the software, South Wales Fire and Rescue Service now see Tranman as being key to the successful running of the workshop and stores operation. South Wales Fire and Rescue Service is fully committed to the software and is one of the first customers to upgrade its 10 user system to the latest version of the software, Tranman release 8.

Tranman release 8 has been re-engineered to provide a simple way for users to access and enter information in the way that best suits their role and requirements. The latest version includes new features for faster data browsing, easier navigation and completely flexible, intuitive screen layouts.

Commenting on the new version of the software, Peter Price says, "Tranman release 8 is a very good product and a surprisingly big step forward from the previous version. The software is very user friendly and looks great. We did have some concerns that having grown to fully understand release 7, we would waste time getting back up to speed, but in fact training was almost instant, the software is much more intuitive than before, which meant we were up and running very quickly."

This view is shared by other users of Tranman, administration tasks such as the processing of job cards and vehicle tax has become much simpler in release 8. Peter Price comments, "For the fleet administration officers, being able to configure the data viewer to our specification, allows users to quickly view information which previously would have been held in different modules, for example vehicle information, maintenance history etc"

Other benefits of the new version of the software include the

improved documentation. "The latest job cards produced by Tranman are the physical evidence that things have improved. Although this may seem like a small benefit, the improvements to the documentation we produce help South Wales Fire and Rescue Service present a more professional image."

South Wales Fire and Rescue Service expects to see further efficiencies as it continues to exploit the capabilities of the software. The latest investment from South Wales Fire and Rescue Service has been the installation of bar coding into the stores department, which should be operational in the next few weeks.

"All indicators so far seem to show that Tranman does everything we need. We have a good working relationship with

our Account Manager and look forward to his continued good support as and when the need arises for his personal input" concludes Peter Price, Workshops Manager.

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