



CASE STUDY

Fire Prevention Inspections

What our client needed

Hillsborough County Fire Rescue (HCFR) is responsible for fire safety and fire prevention education to over 800,000 residents within the 4th largest county in Florida, totaling over 900 square miles. As such, technology is a critical enabler for documenting, tracking, and reporting fire prevention inspections on a daily basis. For the past several years, HCFR utilized Zoll's web-based FireRMS system to do this; However, the system and the methods built around the system became increasingly time-consuming, error-prone, and simply did not meet the department's requirements anymore. Some of the challenges HCFR faced included:

- Inability to document inspection information in the field. Most inspectors still relied on paper and pencil and then input information into the system later.
- System limitations resulted in a 2-week process to build a quarterly inspector dispatch schedule, the inability to update certain data fields, additional manual methods and duplicated data
- Every inspector was required to drive back to a designated fire station each day in order to plug in system to a server and synchronize data over-night
- Error-prone and time-consuming paper invoicing system used to document and track billing information
- Time-consuming and sometimes unable to extract meaningful metrics and trends

HCFR needed an off-the-shelf "turnkey" system, with minimum customization to maintain business processes within Industry Standards and required best-in-class services to deliver the system and a fully operational mobile solution component.

What we delivered

As part of the Hillsborough County's bidding process, HCFR awarded the multi-year contract to Raxar Technology Corporation and their GRAiT System platform. The GRAiT System's Fire Prevention modules and professional services enabled HCFR to integrate all of their legacy/historical data, document and automatically report inspections and violations from the field, eliminate paper invoices and automate the billing processes, and ultimately perform more inspections with better data in less time. In addition, the GRAiT System's Business Intelligence tool was configured to generate custom inspection, occupancy, and legacy data reports and dashboards for HCFR inspectors, chiefs, firefighters, auditors, and any other personnel that needed real-time access to the information.



Results

- On track to increase annual revenue by more than \$250,000
- On track to save HCFR almost 10,000 hours of manpower in first year of system adoption
- Automated billing process eliminating inspector cost calculations and errors and billing report processing times
- 90% reduction in time to build inspector dispatch schedule
- 75% reduction in onboarding time initially (4 months to 1 month)
- Inspectors able to generate complex data queries, metrics, and trends in minutes, not weeks
- 100% system adoption by entire 30+ staff (no complaints)
- Instant visibility and reassignment of work during inspector vacation, retirement, etc. (Impossible before)