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FIRE AND RESCUE SERVICE AUTOMATION USE CASES

USING RESPONSIV AUTOMATION

AT A GLANCE

Challenges

- Repetitive, mundane, and error prone processes
- Limited staff/resource capacity
- Dependence on key individuals
- Unwanted operating costs

Benefits

- Save days of effort processing and validating payment claims
- Track ED&I data throughout the recruitment process, including drop-outs
- Automatically create and populate payment claims for firefighters
- Automation *and* integration in one place

FAQS

Can I externally expose my processes?

Securely expose business processes to external entities, including supplier, staff, resident, and recruitment portals on your website using Responsiv capabilities.

What data can I collect?

Any data required for your process can be securely collected and stored for reporting and analytics in line with organisational policies.

Has Responsiv worked with Fire Services before?

Responsiv has provided a variety of services to UK fire and rescue services, including migrating and managing a cloud platform, and custom building processes and integrations.

USE CASES

These are some common process use cases using existing process assets from our work with the Fire and Rescue Services:

Movers, Joiners, Leavers

Simplify the movers, joiners, leavers process by automating user set-up and allocate user permissions based on pre-defined criteria.

Automate the process to include tasks for resource and training course allocation (including managing maintained skills), and more. As staff change roles or leave, you can automatically update HR records efficiently and ensure all systems consistently reflect the same information and user permissions. For example, is Firefighter Smith allowed to authorise payment claims.

Payment Claims

Reduce the risk of error and accelerate claim submission by automating and integrating key systems such as HR, incident/mobilisation, payroll, and more. By doing this, you can automatically raise pre-populated claims for firefighters and support staff to complete and submit.

Utilise built-in validation rules for different claim types to ensure the right/required data is inputted, and avoid clashing claims by validating against availability, sickness, holiday, and pre-existing claims.

Raise tasks for claim authorisation to avoid bottlenecks at claim cut-off, saving time and effort for your payroll and management teams.

Recruitment

Streamline your hiring process to share data in real time, raise tasks to the relevant stakeholders to request documentation reviews, fitness tests and training, uniform fittings, interviews, and more, when (and only when) you need them.

Pre-qualify applicants based on age, location, station availability, and right to work at the application stage to save recruitment teams time and cost. Anonymously track applicant ED&I data from sign-up to sign-on for performance teams and recruitment campaigns.

Ensure data is securely stored in the correct system of record by avoiding the need for humans to share data manually, and adhere to GDPR and data retention policies.

Contact Responsiv for more information about automation in the fire and rescue service