

Cambridgeshire Fire & Rescue Service Migrate IBM BPM to the Responsiv Cloud



**CAMBRIDGESHIRE
FIRE & RESCUE SERVICE**
Working together to improve community safety

Cambridgeshire Fire and Rescue Service (CFRS) delivers its service to the communities of Cambridge and Peterborough, with a population of more than 900,000 people.

CFRS operates from 27 fire stations that vary in status from being staffed 24/7, 365 days a year by wholtime firefighters, to being completely on-call, where firefighters are available day and night and are alerted to emergencies by a pager. The organisation also employs fire control and other critical support staff to ensure the smooth running of the Service.

Responsiv was engaged to analyse the Service's current IBM Business Process Management (BPM) platform and enterprise integration arrangements to propose a solution for upgrading the nearing End-of-Life middleware software.

This cloud migration project took three months to complete, between March and May 2022. The end result sees CFRS on a current and fully supported managed workflow solution hosted on the Responsiv Cloud Automation Platform.

This solution allows CFRS to concentrate resources on continuously developing their organisation and services.

"Responsiv were understanding of our situation and have been solution focused throughout. They worked with us to build a full understanding of the issues we faced and systematically suggested resolutions, taking the time to explain developments in the technology and coached our team members through the processes so they felt involved and had the understanding required."

Responsiv support us in all aspects of the platform and its use. We can draw on specific skills as and when we need them, and scale developments depending on our requirements. Working with Responsiv has been a positive experience all round and thanks to their support, we are now in a great place to move forward with more processes to increase our efficiency."

Tamsin Mirfin, Assistant Director - Service Transformation (CFRS)

Industry

Emergency Services

Fire and Rescue

Solution Components

Responsiv Consulting

Responsiv Assist

Responsiv Cloud Automation Platform

Key Benefits

Managed Cloud Service

Scalable Solution for Process Development

Ad-hoc Technical Support

3-Month Complete Cloud Migration

100% IBM Compatible Cloud Platform



Challenge

Cambridgeshire Fire and Rescue Service (CFRS) has been using IBM Business Process Management (BPM) to support 58 key digital processes across the organisation.

The product delivered value to the Service, however, over time the platform's health deteriorated due to difficulties in upgrading the software, removing excessive snapshots, and the numerous styles of legacy process development. The platform was approaching End-of-Life (EOL), which would further increase the costs, risks, and difficulty of upgrading and supporting the software and any associated processes and applications.

CFRS needed to make a proactive decision to either upgrade or replace the automation workflow tool in a manner that would minimise the downtime of business critical processes. Responsiv was tasked with reviewing the existing IBM BPM platform and enterprise integration arrangements to understand the current situation and risk exposures to propose a solution for remediation.

Solution

Discovery and Health Check

Responsiv analysed the existing IBM infrastructure and provided an 'as-is' report and roadmap for moving to a target operating model that would reduce risk, consolidate software, and host a managed service to reduce technical dependencies within the organisation.

Responsiv Cloud Automation Platform

CFRS approved Responsiv's proposal and migrated to the Responsiv Cloud Automation Platform (RCAP).

RCAP is a combined automation and integration platform provided as a managed service hosted in tier 3 UK data centres. It is 100% compatible with IBM middleware software including IBM Business Automation Workflow (BAW, was BPM), ACE, and MQ. This allowed a seamless migration and upgrade of existing code and applications directly to the new platform. Remediation and improvement of the software could be completed with reduced risk before reaching End-of-Life.

Managed Service and Continuous Support

Responsiv Assist was utilised on an ad-hoc credit-basis to augment and support internal technical teams.

This support contract reduced the organisation's dependency on internal resources, allowing them to focus more on key business objectives for service transformation and efficiency. To date, CFRS has benefitted from access to specialist technical skills for infrastructure, AIX, O/S, .NET, BPM development, Python, Java, Cloud, and project management.

Responsiv Cloud Platforms are provided as a managed service to remove strain and distractions from in-house teams. This means responsibility for hosting and managing the Platform is placed with Responsiv who provide upgrades, patches, and incident response when required. This removes the risk of software unknowingly becoming End-of-Life as Responsiv handle upgrades at the necessary times.

About Responsiv

Responsiv specialise in integration and automation solutions, securely connecting people to businesses, and businesses to markets. We provide cloud platforms, professional consulting, as well as support and managed services.

Responsiv partner with your existing teams to understand and solve complex technical challenges and enhance enterprise IT capabilities.