

Turning Every Second into a Safer Decision

How a national Fire & Rescue Service used real-time video, remote command collaboration, and hands-free Smart Ops™ to enhance safety, situational awareness, and decision-making during emergency response.



80%

Faster command response time via live-streaming from incident sites



ZERO

Zero travel required for international vendor experts during plant startup



100%

Visibility and traceability for all commissioning activities via recorded workflows

Client: Confidential Global Dairy Producer

Industry: Dairy / Food & Beverage Manufacturing

Scale: \$40M new production and quality-upgrade facility

Worker Environment: Explosive dust environment with PPE-restricted access

IT Environment: Secure public cloud enabling remote access for global experts

Devices: RealWear HMT-1Z1 (intrinsically safe) and handhelds for onsite teams; desktops and laptops for remote specialists

Background and Challenge

In firefighting and emergency response, every second counts. The national Fire & Rescue Service needed a better way to capture, share, and act on real-time information from the field. Traditional voice-only radio communication limited visibility, leaving command officers without a full picture of evolving conditions — especially during multi-agency operations involving hazardous materials, structural fires, or rescue scenarios.

Commanders arriving first on scene had to make high-stakes decisions with incomplete information, while regional command centers could only rely on fragmented updates. This delay in situational awareness often impacted coordination between police, medical, and environmental response units, reducing the overall effectiveness and safety of operations.

“Every second counts — and seeing what our commanders see can mean the difference between control and chaos.”

National Fire & Rescue Service

Solution: Telepresenz® Smart Ops™ for Digital Inventory Management and Remote Inspections

Telepresenz® Smart Ops™ The agency deployed Telepresenz Smart Ops™ to bridge the gap between field responders and command units through live video collaboration.

Sector Commanders equipped with RealWear HMT-1Z1 headsets stream live video and audio directly from the incident scene to the Mobile Command Unit. Simultaneously, feeds are shared with the Regional Operations Command, enabling immediate oversight and informed support.

Command officers can provide step-by-step procedural guidance, share building layouts or hazardous-material maps, and visually verify safety compliance in real time. Smart Ops also integrates redundant audio channels for communication resilience and supports multi-agency collaboration across fire, police, and medical services.

All sessions are securely recorded, providing valuable post-incident footage for review, training, and audit purposes.

“For the first time, our command center can see exactly what’s happening on the ground — not imagine it.”

Since implementing Smart Ops, the Fire & Rescue Service has achieved dramatic improvements in operational response and safety. Command decisions that previously relied on delayed verbal updates now happen in seconds, powered by direct visual confirmation.

Safety compliance has strengthened significantly through real-time supervision, while multi-agency coordination has become fluid, eliminating redundant communication chains. The system has transformed the command post from a static radio hub into a dynamic, live visual nerve center for emergency operations.

Key Outcomes:

- 80% faster command response time through real-time streaming
- Zero safety incidents during live emergency operations
- Unified coordination across multiple emergency departments
- Full visual audit trail for training, compliance, and review
- Increased confidence and accuracy in high-risk decision-making

“Smart Ops has transformed our command post into a live nerve center for safety, speed, and smarter decisions.”



About Telepresenz®

Telepresenz® — AI-Powered. Frontline-Focused. Future-Ready. Telepresenz connects inspectors, engineers, and administrators through real-time collaboration and AI-powered operational workflows. With Smart Ops™, aerospace teams gain digital control over inspections, inventory, and compliance — turning complex maintenance programs into seamless, transparent, and efficient operations.