

Trace Clients... ...in the Fire & Rescue Service



TRACE Systems

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East Sussex (Bill Brewster and Dave Phillips)

"We selected Trace because it is so simple to use. It fits in with everything we need without demanding information we do not use. We like being able to change screen and data fields ourselves - without any cost implication. The Trace system is competitively priced and we like the straightforward annual maintenance/ licence fee and free upgrades which all go to ensure Best Value for East Sussex Fire Brigade

We have four workshops and also use external workshops. All that data will be handled in Trace and will give us better control and visibility of cost as well as helping with HMI KPI reports. In addition to fleet and workshop management for appliances and breathing apparatus, Trace will give us a proper database for all equipment management inspection, certification, servicing and asset control."



Dave Phillips

Bill Brewster

Derbyshire Fire & Rescue Service (John Millett)



Derbyshire Fire & Rescue Service contracts out its vehicle, appliance and equipment maintenance to Ryder plc and controls and reports on the whole process with the Trace system. The Fire Service maintains vehicle history, service schedule, MOT and notification data on its Trace system. It issues a service sheet and then enters the resultant job card details into Trace. Derbyshire FRS then tallies its reports with Ryder's monthly service invoices.

Since service time / time off road is shown on the job card, Trace can output the data for HMI KPI reporting. With VRMS codes Derbyshire FRS has a new focus to show up repetitive jobs. They are being scrutinised by Derbyshire FRS and Ryder to find more savings and improve efficiency.

Shropshire (Harry Longhurst)

"We use Trace because it is an excellent easy-to-use system and especially helps us with reporting vehicle costs and down time. We are considering extending our use of the Trace system capability with bar coding."



Central Scotland (Kirsty Robertson)



The main reasons we selected Trace was so that we will be able to produce reports for our own record control and for the HMI and also to give us the benefit of VMRS coding. We have been using three different systems in-house for purchase orders, fuel recording and analysis and fleet maintenance management. With Trace we will have it all in one system. That will help us to be more efficient and better informed.

Norfolk (Peter Goodswen)

In addition to normal workshops and stores use, Norfolk has an extra module for mechanic time recording. This Fire Service has reduced its stocking levels by only ordering in line with service schedules it also means service parts are there in time reducing unnecessary vehicle down time. One next step for Norfolk is to use Trace for HMI reports. Meanwhile, they like the Trace ease-of-use, customer support and find the system very user friendly.



Somerset (Steve Pike)



Somerset Fire chose the Trace fleet management system because for them it was the most user friendly and has proved very easy to use. They saw that it fitted in well with their existing administration system and had what they needed. At its price, Trace gave best value and fitted easily with the new Windows NT network.

In addition Trace provided a modifications management module which helps greatly with routine or urgent upgrades or manufacturer recall programmes. Steve Pike simply selects all affected vehicles within his 150-vehicle and 70-plant item fleet and Trace puts the required task on a job card to suit the level of urgency. The job cards are then printed the next time each vehicle is in the garage. For urgent action, the job cards are printed immediately and issued to fitters who visit each fire station and complete the task.

These are examples of some of the Trace users in the Fire & Rescue Service. Trace is widely used by Commercial Vehicle Garages, by Truck and Bus Operators for fleet management, service scheduling and VI compliance, in Private and Public/Local Authority Sectors and by Plant and Vehicle Hire Companies for maintenance management and H&S compliance.

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