

Fire & Rescue New South Wales: Using SAP® Business Suite powered by SAP HANA® to Help Keep the State Safe

Organization

Fire & Rescue New South Wales

Headquarters

Sydney, Australia

Industry, products, and services

Public sector

Web sitewww.fire.nsw.gov.au**SAP® solutions**

SAP® Business Suite powered by the SAP HANA® platform

Partner

SAP Services

Predicting the future with the power of SAP HANA®

Would you like to know how likely it is for your house to catch fire in the next week and how the odds will change if you take protective measures? When you're planning a trip, would you like to know the safest route to take, the one least likely to experience a natural disaster given the expected weather and other conditions? Scenarios like these, never possible before, are among the **dreams on the way to becoming reality** for the people of New South Wales.

Fire & Rescue New South Wales, Australia's largest firefighting agency, is using SAP® Business Suite powered by the SAP HANA platform for all aspects of running the organization with high efficiency – finance, payroll, HR, procurement, training, logistics, and more. So are its sister agencies, New South Wales State Emergency Service and New South Wales Rural Fire Service. Replacing an Oracle database with the SAP HANA platform introduced vast improvements – like reports in real time that used to take a day – but it is the possibilities for

tomorrow that have these agencies really excited. With real-time analytics and the lightning-fast processing of SAP HANA, the agencies are aspiring to obtain a comprehensive view of fire and disaster risk throughout New South Wales up to a week in advance. The agencies' Project Miinder will allow emergency services resources to be better prepared to respond and let the public access a breakdown of the risks to their property and recommendations to assist them in reducing risk to their property and families.

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Working together for massive economies of scale

With its pristine beaches, snow-covered mountains, unique plant and animal life, beautiful harbors, nearly perfect climate, and much more, Australia's state of New South Wales is one of the most desirable places on earth to live. Keeping it that way is the prime responsibility of several state agencies. The 7,000 firefighters and 7,000 community fire unit volunteers that make up Fire & Rescue New South Wales contend with 133,000 incidents a year in Sydney and other urban areas of the state. The New South Wales State Emergency Service, originally conceived to assist communities ravaged by floods, now helps with many other kinds of threat that residents face, such as storms, tsunamis, and even locust plagues. The New South Wales Rural Fire Service is the largest volunteer fire service in the world. Its 72,000 volunteers fight fires in the 93% of New South Wales that is considered rural.

Organizations like these have critical needs for enterprise-level software. When emergencies strike, it is essential to get the right people and equipment to the right place as quickly as possible. That takes organization, which in turn takes the right applications and processes. In the past, each of the three agencies had its own ways of managing people and equipment – many ways each, in fact. In all, there were 80 to 90 disparate sets of processes and applications for people and equipment management, which resulted in considerable waste and inefficiency. The agencies knew that a comprehensive, modern enterprise resource planning (ERP) suite would deliver big benefits and that these could be realized by standardizing processes across the agencies.



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Standardizing on SAP software and processes

The three agencies, along with the New South Wales' Attorney General's department and the Ministry for Police and Emergency Services, all independently decided that SAP was the system of choice that would allow all agencies to improve information management. They could increase governance with components that would cater for almost all their business needs. The total integration between the components would then further enhance the capability of the agencies to better manage their business and service the state. "We wanted the robustness for which SAP software is widely known, and the trusted name behind it," says Gavin Brown, assistant director of SAP services for Fire & Rescue New South Wales.

Through the implementations, all five organizations optimized their business processes leveraging best practices supported by SAP. Not only did this optimize the user experience, but it also standardized procedures among the agencies for the first time. "This has created the opportunity to have enormous interoperability that we'd never had before," says Andrew Edwards, assistant commissioner of the New South Wales State Emergency Service. "Now if one of us has a sudden need for help, we can call the other agencies and say, 'Hey, could you send some of your people over?' We never could do that before because we were using different systems and processes." Standardization also helps enforce compliance, which in turn enhances safety.

"We have a slogan around here – better systems, safer communities."

Richard Host, CIO, Fire & Rescue New South Wales



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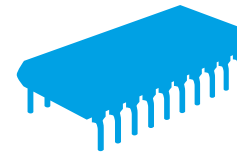
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Deploying SAP HANA with minimal assistance

SAP Business Suite software served the agencies' needs well for years, but they were always on the lookout for improvement opportunities and saw a big one when the SAP HANA platform was announced. Richard Host, CIO for Fire & Rescue New South Wales, approached SAP about potential uses for the technology and quickly became excited about the possibilities. However, it was imperative that business operations not be disturbed, and so they jointly crafted a gradual deployment plan. The first step was to introduce SAP HANA for special purposes: analysis of non-SAP data and speeding up reports generated by the SAP Business Warehouse application – a project that shrank the software's database from 300 GB to 49 GB with equally dramatic savings in report generation time.



12 weeks

To implement SAP Business Suite powered by SAP HANA

The project was so successful that Host and his team wanted to see similar improvements throughout SAP Business Suite, which called for replacing the Oracle RAC database that had been in use with the SAP HANA database. Again taking a cautious approach, they began with a proof of concept at an off-site SAP location. When that project concluded smoothly and successfully, the IT staff proceeded with confidence with the production implementation of SAP Business Suite powered by SAP HANA and finished on schedule 12 weeks later. Aside from a few days of spot assistance from SAP Consulting, the implementation was carried out completely by the agencies' IT staffs.

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Weathering the firestorms

All five agencies are now in full-scale production with a single instance of SAP Business Suite powered by SAP HANA as their single source of the truth. “We are now rethinking our data warehouse strategy with the SAP HANA Live offerings. The promise of getting live reporting straight out of the suite is enticing – getting information in real time that used to take up to a day,” says Brown. “It will also allow us to simplify the user experience and bring analytics to the desktop.”

Substituting the SAP HANA database for Oracle increased performance, shrank the production database from 750 GB to 220 GB, and has now enabled the agencies to take advantage of more advanced SAP functionality. Users are seeing more flexibility as well.

The reliability of SAP Business Suite powered by SAP HANA was put to the test recently when massive bushfires engulfed huge areas of New South Wales and delivered choking smoke to downtown Sydney. SAP Business Suite powered by SAP HANA was one of dozens of systems that the agencies used to collect, analyze, and present information to observers and incident controllers.



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Saving lives through real-time access to information

The agencies are pleased with their accomplishments to date with SAP Business Suite powered by SAP HANA, and they are even more enthusiastic about the future. Under way is the Enterprise Asset Management Program, which will bring together into one location all key information about the agencies' 500,000 pieces of live critical equipment, 9,000 vehicles, and 3,000 properties. "To do the best possible job for the people of New South Wales, we must ensure that our front-line staff have access to the best equipment at all times," says Brown. "By putting all the important information about this equipment in one place, accessible in real time via SAP HANA, we will be able to do better at that than ever before."

Right behind Enterprise Asset Management in the plan is Project Miinder, with its ambitious, almost belief-straining goal of heading off disasters by analyzing real-time data to predict what is going to happen in the future and making resource deployment recommendations. "We'll be able to dispatch crews to areas where they are most likely to be needed, either to put a quick end to incidents or keep them from happening in the first place," says Host. "Arson, for example, tends to occur given certain combinations of locality, weather, and time of year; and the presence of a fire crew can keep it from happening. With SAP HANA, we have the real-time analytics and reporting we need to make this possible."

"Our SAP software helps us save lives because it knows everything about our assets and people, including their training history of up to 30 years. It's critically important to have the right skills and equipment available at the right time. With SAP HANA we can."

Richard Host, CIO, Fire & Rescue New South Wales



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Putting SAP HANA in the driver's seat

Fire & Rescue New South Wales can see beyond Project Miinder into further possibilities opened up by SAP Business Suite powered by SAP HANA. Host explains this vision with an analogy. "When you fly a plane these days, most of the time it flies itself and deals automatically with all its complexities, while the pilot stands by to intervene only if needed," he says. "In the same way, we see that delivering emergency services will become so complex that SAP HANA will be driving things, marshaling resources and telling us where to deploy them to make the state as safe as it can be. For the most part, we will be just standing by, prepared to dive in only in the most exceptional circumstances."



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