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## **Burlington Fire Department Chooses FDM Software for their Dispatch and Records Management Needs**

**North Vancouver, BC** – After a detailed procurement process, the Burlington Fire Department, Burlington, Ontario decided that FDM's fully integrated Computer Aided Dispatch (CAD) and Records Management System (RMS) was the best solution to meet their needs.

In addition to the City of Burlington, the Burlington Fire Department provides Emergency Response Dispatching services for the Town of Oakville, Ontario.

"We were looking for a qualified and cost effective product and service provider in order to provide an integrated fire dispatch solution for the two departments [Burlington and Oakville] and FDM was our preferred solution," says Fire Chief Shayne Mintz. "Because we are a multi-agency setting, our main requirement was the ability to transfer and synchronize information between our current core business systems, allowing seamless movement of information from one application to another. FDM's scalable, integrated solution along with their experience building interfaces to other software applications was the ideal combination."

FDM did not waste any time getting the Fire Department up and running. On December 31<sup>st</sup>, a little over two months after contract finalization, the department went live with FDM's Fire Incident module. The FDM CAD system will be implemented next, followed by the remainder of the FDM RMS modules including Inspections and Training.

"We are very pleased to have Burlington on board," says FDM President Ed Colin. "Being able to contribute to the safety of Burlington and Oakville's citizens, or any community, is truly our biggest accomplishment."

### **About Burlington Fire Department**

The Burlington Fire Department is a composite force consisting of career staff and volunteers serving the diverse needs of the community. Activities of the department include fire suppression, fire prevention, public education, training and emergency planning.

### **About FDM Software Ltd.**

With more than 20 years experience, FDM Software is a market leader in the provision of Fire/EMS enterprise solutions. The company provides powerful and flexible Records Management (RMS) and Computer-Aided Dispatch (CAD) solutions with more than 120 installations, serving 400 jurisdictions throughout North America.

FDM is focused on providing the best public safety product in the industry backed by exceptional 24x7 customer service. Based in North Vancouver, BC, FDM also has offices in Ontario, Canada and Missouri, North Carolina, Utah and Washington State, USA.

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