

A national Command and Control solution for HM Coastguard operations

The UK Maritime and Coastguard Agency (HM Coastguard) has been a strategic client for Capita for many years including projects delivered by both SunGard Public Sector and Fortek Ltd prior to acquisition. Throughout this partnership Capita has supplied mission-critical platforms for the Future Coastguard Project that provides national support to HM Coastguard missions using an integrated national network of Command, Control and Communication solutions.

The most recent project provided a fully integrated, national solution to support HM Coastguard operations while exploiting integration to UK wide communications platforms.

The aim of the project was not only to deliver the solution as specified but to also deliver functionality and systems into the HM Coastguard control room environment that offered the most effective and intuitive capability for the control room operators including integration with partner agencies and data sources.



Client focus

The HM Coastguard is responsible for delivering the UK's search and rescue capability including responsibility for one of the busiest and most commercially important waterways in the world.

The HM Coastguard co-ordinates Search and Rescue operations for coastal areas and international waters, determining the overall strategic direction and management of the emergency services.

The HM Coastguard has a pro-active role in improving safety at sea through coordinated maritime safety campaigns.



In partnership with the HM Coastguard, the project implemented the solution using proven, agile methodologies to deliver key capabilities within defined time boxes.

The solution has enabled the HM Coastguard to:

- Utilise a common solution across all sites
- Share data and information in real-time, nationally
- Share operational units
- Enhance all operations using aeronautical, OS and Admiralty chart data
- Deploy a national solution to improve volunteer management and call outs
- Enhance its ability to support its Civil Contingency partners

To support the national delivery of the solution Capita worked collaboratively with the HM Coastguard to undertake a full business process and training needs analysis to determine the full scope of training required and define a detailed training programme, which was aligned to the implementation timescales and business needs.

The aim of this was to ensure the training provided the training provided was focused around HM Coastguard missions. The agile project delivery methods helped minimize the impact of the training programme.

The solution is supported by a comprehensive roadmap, with a clearly defined path to new developments, enhancements and greater interoperability.

