



Shared Services and Consolidation

Your Life Safety Mission is Our Passion.

■ Throughout North America government is asking, “How can we do more with less?” Communications centers are impacted by this question as budgets become tighter, technology matures, operational demands become more complex and training increases. Many are finding that consolidation is a solution to consider. The Mission Critical Partners, Inc. (MCP) team has extensive experience with consolidation efforts in past public sector roles and as consultants.



We recognize that elected and public safety leaders strive to provide the most effective and efficient emergency response system possible. Ultimately, the delivery of quality life safety services is the achievable objective. MCP develops a collaborative approach with our clients to assess the opportunity for operational and administrative efficiencies through potential consolidation, collocation or organizational change. The MCP team’s impartial and even-handed approach has a proven track record of success.

Today’s economic realities require a thorough program analysis to define a future path of economizing while effectively delivering service. Appropriately applied, consolidation or collocation can achieve operational efficiencies through systemic interoperability via staffing, scheduling, technology, training and reduction in systems cost basis.

Mission Critical Partners is sensitive to the sense of ownership and loyalty each community and agency has with a local communications center.

MCP appreciates the necessary balance required of seemingly competing objectives with operations, organizational, technology, fiscal, human resources, and governance issues. The variables and constraints associated with each are carefully weighed to develop an approach with a lasting solution. MCP is sensitive to the sense of ownership and loyalty each community and agency has with a local communications center. We honor the history of service while providing an independent view of how the community is best served by advancing to the future.

By seeking to understand the answer to “What is success?” MCP establishes addressing that question as the project objective.

To assure a comprehensive transition that is as smooth as possible, we also provide assistance with the migration efforts and the many challenges inherent in combining organization, facility, technology and operational resources. The convergence into a unified communications environment can be painful in the absence of proper planning and execution. MCP actively works toward pain avoidance by converging all aspects of the emergency communications environment into an all-inclusive solution.

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