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SAPEURS POMPIERS  
DE LA MOSELLE

## Case Study

# Extinguishing Barriers of a Diverse Workforce







In 2020, the DSI of the Departmental Fire and Rescue Service (SDIS) 57 decided to equip the Moselle firefighters with a new collaborative service, replacing its file server which was both aging and complex to administer. Here is how, accompanied by Arawa, the Service moved to Nextcloud, Collabora Online, Arawa Workspace and Monitor tools to gain functional efficiency and ease of administration while ensuring the sovereignty of its data.

## Who are SDIS 57?

SDIS 57 (Service départemental d'incendie et de secours, Departmental fire and rescue service) is an entity organising the activity of emergency relief missions, ambulances, paramedics, and fire and rescue services in France.

The French model uses volunteers to supplement the workforce of professional firefighters. These volunteers are citizens who have a daily job and give their free time to carry out relief missions.

The Moselle SDIS has around 5,000 people including 900 professional firefighters and 4,000 volunteers across many job roles such as health personnel (eg doctors and nurses), administrators and technicians.

The Moselle area is divided into five geographic companies which contain 22 basins, each containing several operational units. The department has around 180 operational units to date.

## Project Overview

Arawa is an open source integrator, specialising in implementing collaborative work platforms for organisations. The project with SDIS 57 consisted of deploying Collabora Online as a collaborative document editor with Nextcloud as the heart of the service offering for firefighters in the region.

In addition to the core Nextcloud functionalities, Arawa Workspace and Monitor were also deployed, allowing managers to organise and structure their document spaces in complete freedom, and monitor their use through a dashboard.

## Requirements for a Diverse Workforce

SDIS 57 wanted to have the following elements:

- A collaborative space for sharing files while maintaining control of its own data.
- Collaborative editing of documents in open formats.
- Centralizing data storage instead of relying on servers assigned to each operational unit.
- Replacing the file server to reduce time-consuming management and the redundancy of documents.
- Simplification of mobility uses, storage and sharing of documents.
- The possibility to delegate management rights across different locations.
- The use of a videoconferencing tool that is both efficient and reliable.







## **Implementation - Evaluating Nextcloud and Collabora**

Arawa started by creating a proof of concept (POC) limited to 50 users in 2020. The POC phase allowed to functionally test Nextcloud and Collabora Online and prepare for deployment.

### **A deployment of Nextcloud and Collabora**

A decision was made to deploy Nextcloud and Collabora Online for all the operational units, extending the service in 2021 with a target of around 5,000 people: divided between 1,000 employees and 4,000 volunteers. An architecture was put in place to absorb the total volume of users estimated.

### **Training and Support for Users**

The training was organised on three aspects:

- 1) Functional control of the instance for general administrators.
- 2) Technical control of the instance for technical administrators at SDIS 57, provided by the Arawa team.
- 3) Mastery of the tool by users, which is established without training, but is based on user guides.

Because of the voluntary nature of many of the workers, having an intuitive and familiar user interface for document creation was a necessity. Collabora Online has proven to be an excellent choice for this as it eliminated the need for training.



# Setting up Arawa Workspace and Monitor

In order to avoid overloading the support, the DSI defined a rule for creating a Workspace for a pool. The rule should independently manage access for the various members of the barracks/units attached to them. This rule is not completely fixed, because it is possible that certain barracks/units are more complex to manage and that they require a dedicated space.

Tests are still underway to definitively validate the level of finesse and use of administration and use of Workspace in this deployment.

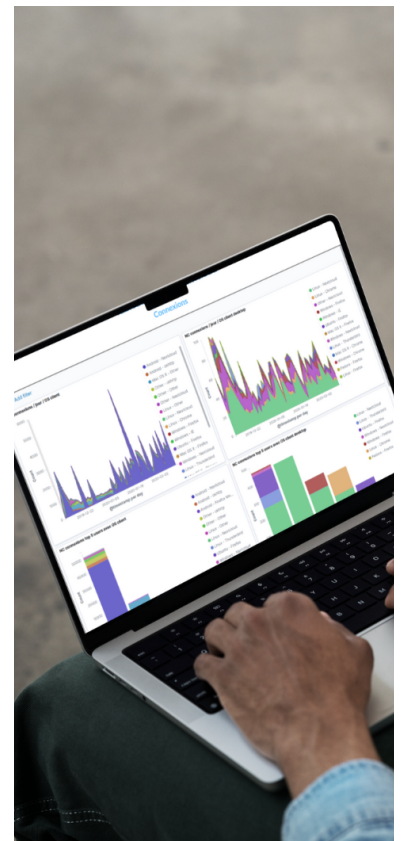
As the service was adopted, the need to be able to monitor it was enabled by the installation of Arawa Monitor. This allows administrators to measure the usage in terms of connections, activity, files, shares, users and disk space used.

## Results

Today, the 2,500 users are extremely satisfied with the tools made available to them and there have not yet been any requests for further development. 30 file servers will be replaced which have become obsolete. The next steps will be to launch the deployment of BigBlueButton in order to give the team videoconferencing functionality. SDIS's next objective is to onboard as many people as possible, communicating more actively about the existence of the platform while increasing the services with the logic of using the most open tools possible.

This project illustrates how collaborative open source software makes it possible to cover critical needs in organizations while providing security and control.

The Arawa team is pleased to have been able to support SDIS 57 in the implementation of these systems. For further information about deploying a collaboration tool such as Collabora Online, please get in touch today.



Learn more about Collabora Online [on our website](https://www.collaboraoffice.com). If you have further questions or would you like an offer tailored to your needs, **get in touch with us!**