



LSAT and Chronosoft: Enhancing London's Crisis Response



A New Era in London's Emergency Management

In the wake of the Grenfell Tower fire – one of the most devastating residential disasters in modern British history – significant flaws were exposed in how information flowed between agencies during emergencies. The inability to consolidate real-time updates into a single, accurate source of truth hampered response efforts and left leaders without a clear operational picture. In response to this challenge, the Greater London Authority (GLA) established the London Situational Awareness Team (LSAT): a 24/7 intelligence and monitoring hub designed to ensure this would never happen again.

| **The Challenge:** Unifying Data Across Multiple Complex Systems

LSAT was born out of necessity: London needed a dedicated team tasked with monitoring any threats, major incidents, transport disruptions, demonstrations, and weather events that could impact the city's nine million residents. Their mission was to deliver accurate, timely, and consolidated information to every stakeholder involved in a particular situation. To do this, the LSAT team needed a way to collate reports from any emergency services, transport bodies, or local authority team, and translate that data into actionable insights for high-level decision-makers, including the Mayor of London and even the Prime Minister's Office.



The Solution:

Chronosoft's Chronicler System

The Greater London Authority partnered with Chronosoft in 2022, initially supporting Operation London Bridge following the passing of Her Majesty Queen Elizabeth II. Alongside that high-profile operation, Chronosoft deployed a configured version of its flagship platform, Chronicler, to the LSAT team, laying the groundwork for a transformation in city-wide situational awareness.

Chronosoft's Chronicler was chosen due to its core strength: the ability to manipulate and disseminate diverse data sources to any party, ranging from agency notes and field images to live mapping overlays and generate cohesive, visually rich reports providing the GLA with what they needed to see when they needed to see it. Frontline users were able to remove the "noise" from their daily operations and focus on exactly what they needed to see in real time. These views and reports can then be securely shared across all agency stakeholders, providing consistent and clear communication, removing any ambiguity, and focusing on the task at hand in even the most complex incidents.

Integrated mapping tools allowed LSAT to overlay custom geospatial data over detailed maps of London, enhancing their real-time tracking and planning abilities, allowing greater visibility and control that gets the right team to the right incident in minimal time. This visual clarity gave decision-makers a shared operational picture – a workflow that proved critical for coordination across dozens of agencies.

The Results:

A Resilient London, Backed by Real-Time Intelligence

Today, LSAT's operations run continuously, powered by Chronicler's configurable dashboards and automated reporting. They not only manage active incidents in record time, but also perform "horizon scanning" – proactively identifying potential risks before they escalate.

By centralising data and improving inter-agency coordination, Chronicler enables LSAT to coordinate responses in real-time, then generate incident reports that inform refined response strategies across all agencies from City Hall to the Royal Household. This has led to a safer, more proactive London, with Chronicler as an indispensable component of LSAT's emergency management strategy: agile, coordinated, and always informed.

"Without Chronosoft, we simply wouldn't be able to have the view of London that we need. And not just the actual mapping tech, but the hard data that can show us the whole picture at a glance. With that, we've improved response times and cross-agency coordination, which, likely, has saved lives."
– Jon-Paul Graham MBE, LSAT Deputy Director Risk, Readiness and Response



| About Chronosoft

Chronosoft develops scalable digital tools that streamline risk, incident, and emergency management across high-stakes environments. From control rooms and health systems to citywide agencies and multinational corporations, our platforms are built for clarity, coordination, and resilience. At the heart of our product suite is Chronicler, a configurable incident management platform that brings structure to chaos, and empowers leaders when it matters most.

If you'd like to explore how Chronicler can improve your workforce's crisis response strategies, reach out for a demo today at chronosoft.com.au.

