

Freedom Factory[®] Pro

Creating a Leaner, Lighter, and Simpler IT Management Solution for Fire and EMS Districts



Why Do You Need an IT Management Solution?

Every second counts in emergency response, and reliable technology is essential in helping first responders get where they need to go. With Freedom Factory Pro, we offer tailored managed IT services and support specifically for Fire and EMS districts. Our program delivers robust security, seamless system performance, and budget certainty. With proactive monitoring and rapid incident response, we are your one-stop shop for all your technology needs—ensuring your IT infrastructure operates smoothly, allowing your team to focus on saving lives.

How You Can Benefit From Freedom Factory Pro:



Dedicated Service and Support

We're focused on your needs, ensuring smooth operations anytime, even through long, unpredictable shifts. Get 24/7/365 IT support tailored for Fire and EMS Districts.



Budget Planning

Covering equipment, maintenance, and budgeting. We help you plan ahead and keep your technology current and aligned with district needs, all while being cost-effective.



Remote Monitoring

With proactive monitoring and updates, we prevent issues before they arise. Helping to minimize downtime and ensure your technology is always ready for your crew.



Compliance and Record Retention

We coordinate with your legal counsel to define and implement systems that ensure compliance with state record retention policies and sunshine requests.

“

Trusted By the Best

FeatherShark provides a comprehensive service that links superior products, innovative technology, and exceptional 24/7 customer service, which is vital in our emergency services.

”

— Dan Casey

Chief and Safety Officer for MO-TF1 of New Melle Fire Protection District



Discover Our Freedom Factory Pro Offerings

Freedom Factory Pro is uniquely tailored for Fire and EMS districts, providing IT support that meets your needs and eliminates tech hassles from your schedule. Discover some of the offerings we can help your district with.

Technology Strategy

Designing a tailored 3-year strategic plan specifically for your Fire and EMS agency's needs.

Budget Planning

Our annual audit ensures you have essential technology, guiding you in planning funds, bonds, or grants.

911 Dispatch Coordination

Understanding your agency's 911 center interactions enables us to manage your IT services more efficiently.

One-Stop Shop for IT Management

We handle all IT vendor communication for seamless support, simplifying troubleshooting, and streamlined integrations.

Equipment Purchasing and Replacements

For new hardware, we'll order, configure, and ship it, ensuring your team has up-to-date equipment.

Onsite and Virtual Maintenance

Minimize downtime with real-time access to our dedicated support team via web, email, or phone.

Unique Pricing to Cover Your Needs

We know each agency is different. For less than half of an IT Expert on staff, we work with you to customize your IT management plan to cover exactly what you need.



FeatherShark is your one-stop shop for all the technology solutions your Fire and EMS agency needs. As a trusted managed IT service provider, we specialize in supporting Fire and EMS districts with a unique focus on their specific operational demands. Our mission is to help Fire and EMS service members do their best work because they are the people who help others. We do this through secure, scalable, and innovative technologies.

