



BLIKSUND

Live video and drones at the heart of the Copenhagen Stock Exchange fire response

When fire broke out at Børsen, one of Copenhagen's most iconic landmarks, the Greater Copenhagen Fire Department relied on live video from drones and vehicles to coordinate a complex, multi-day operation.

IncidentShare proved to be an indispensable tool for the GCFD

Problem

Managing a major fire at a complex historic building requires continuous situational awareness across a large and evolving incident area. When the stock exchange caught fire on 16 April 2024, the Greater Copenhagen Fire Department faced one of its most demanding operations in recent memory.

The scale of the incident required a significant increase in crew size and a large operational setup. Without a clear and continuous visual overview of the fire's progression, particularly in areas inaccessible to personnel on the ground, coordinating resources effectively and making timely decisions posed a critical challenge. Sharing real-time information with other responding agencies, including the Copenhagen Police, added further complexity to an already high-pressure situation.

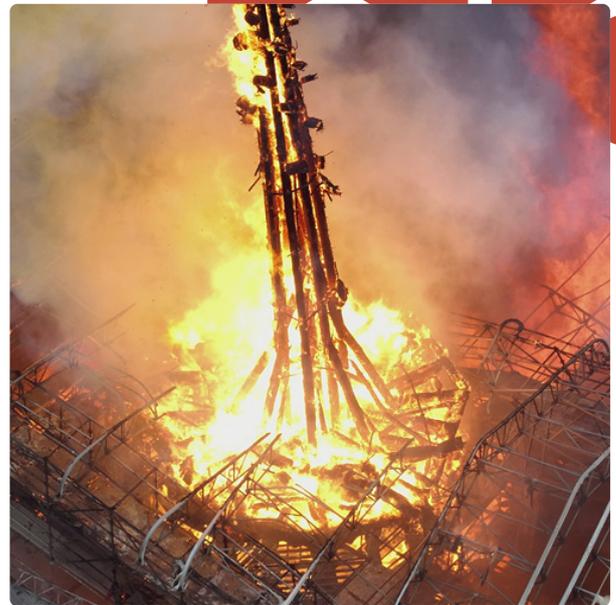
Solution

IncidentShare provided a unified platform for centralising all video streams from vehicle-mounted cameras, drones equipped with standard and thermal imaging cameras, and other sources.

Thermal imaging enabled the team to track the fire's progression beneath the roof and identify the most effective points of intervention.

Live video was also shared directly with the Copenhagen Police through IncidentShare, ensuring all responding agencies maintained a common operational picture without the need for constant status calls.

Throughout the multi-day incident, Bliksund's technical team monitored the platform continuously and proactively resolved a server capacity challenge that arose from the sustained volume of streaming data.



Value

Live video from drones and vehicles gave the Greater Copenhagen Fire Department a continuously updated operational picture throughout one of the most complex incidents in the department's recent history.

Commanders could reorganise crews quickly, identify where to intervene, and maintain oversight of the fire's progression even after visible flames were extinguished.

Sharing live video across agencies eliminated the need for repeated status calls, enabling more efficient use of resources during a large-scale, multi-authority operation. The ability to rewatch footage also supports post-incident review and organisational learning.

The reliability of IncidentShare throughout the incident, and Bliksund's proactive response to technical challenges, reinforced the department's confidence in the platform as a mission-critical tool for both routine operations and major incidents.



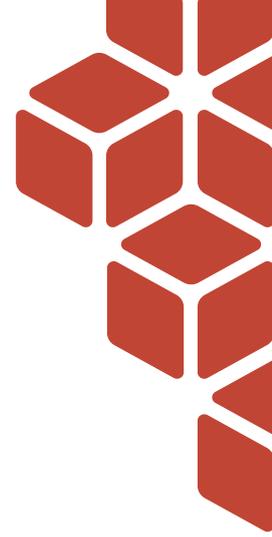
“ It’s crucial that we collaborate across agencies during incidents like this, and IncidentShare is an invaluable tool for that.

It allows everyone to see the same information in real-time, eliminating the need for constant status calls.

This means we can use our time more efficiently, ensuring our resources are better utilised.

Christoffer van Zeijst Nygaard

Duty team leader Greater Copenhagen Fire Department



Incidentshare

Better situational awareness for elevated public safety and enhanced officer security

- IncidentShare consolidates diverse streaming sources for instant access to critical incident data.
- Allows visual insight from the caller’s smartphone camera during emergencies
- Enables flexible upgrades or downgrades of resources for an efficient emergency response.
- Real-time pictures contribute to nuanced decision-making and effective team preparation.

Greater Copenhagen Fire Department

GCFD has used Bliksund’s live streaming solution since 2010

- Has more than 1000 employees
- Using live streaming for more than a decade
- Over 20 camera sources including drones, cameras in vehicles and thermal cameras

About Bliksund

Bliksund is an international software company originating from Norway. Since our foundation in 2010, we’ve been committed to delivering mission-critical solutions that assist emergency services in their daily operations and emergency situations. We are proud to say that the company has become an industry-leading vendor of digital solutions to emergency services and related industries globally.

For more information go to bliksund.com