



The transition to ESN will require communication devices to be upgraded in over 40,000 emergency services vehicles

In addition to new devices in vehicles, more than 200 control rooms will also require upgrading to be compatible with ESN and in excess of 300,000 new handheld devices will need to be deployed. Some fixed locations, such as Fire Stations will be able to take advantage of ESN connectivity to improve resilience and security.

The introduction of ESN will impact the entire emergency services communication infrastructure, from in-vehicle and hand-held devices, to control rooms, the networks connecting control rooms, and station-end and mobilisation systems used by Fire and Rescue Services. Not only will ESN enhance critical communications, but frontline and control room staff across the emergency services will have to adapt to new ways of working throughout the transformational changeover.

### A complete transition service to ESN

Fleet upgrades are a major consideration in the move to ESN, but there are many more aspects for emergency services organisations to consider. Telent have a proven capability delivering and supporting major fleet communication upgrade projects but also provide a complete portfolio of additional services to support the transition to ESN.

Telent offers fire and rescues services an evergreen upgrade route for Station End solutions, through the deployment of a dual SIM router that is ESN compatible and combines high-performance with advanced security features. The proven solution has been developed for mission critical applications and delivers the perfect solution to replace Paknet and PSTN bearers and prepare systems to be ready for the transition to ESN.

### Vehicles Services for ESN

Fleet surveys, ESN Vehicle Hardware and Router supply, installation and support.  
Transition Project Management assistance, including planning and audit services.  
Logistics support and device disposal.

### ESN Transition Services

#### Transition Management

Consultancy and professional services to support organisations with their transition to ESN.

#### Control Room

Upgrade and support of the Control Room to ESN compliant systems and network connections.

#### Network

Upgrade and support of networks to meet Code of Connection requirements.

#### Station End

Solutions using ESN Connect as a secondary bearer and upgrades for Paknet and PSTN switch-off.

## Proven capability with major fleet upgrade projects

Telent has experience with vehicle services for major emergency services fleet upgrade projects. This includes the ongoing project for the Ambulance Radio Programme to upgrade mobile communications devices in an estimated 6,500 ambulances for all 11 NHS Ambulance Trusts across England, including the installation ESN compatible equipment. Previously Telent upgraded every fire service vehicle in the UK to tetra radio devices and still maintains these devices today as part of Telent's long-term partnership with Firelink and Airwave. In addition Telent maintains Mobile Data Terminals (MDT) for multiple fire and rescues services and London Ambulance Service amongst others.

## Vehicles Services for ESN

### Fleet upgrade services

Telent offers a complete range of ESN vehicle services, including pre-transition fleet surveys, collaborative vehicle installation design, installations, safe disposal of old devices, and ongoing maintenance for ESN equipment. All work is undertaken by Telent's team of security-cleared and FCS Installer Training and Accreditation Scheme (FITAS)-approved engineers.

Telent can also provide the logistics handling and inventory management of the new ESN devices and equipment to be installed into the fleet. The physical space required to securely store such a volume of kit may also be a challenge for end user organisations without the specialist infrastructure to support major technology deployment projects. Once the transition to ESN is complete, Telent can provide the secure removal and the appropriate disposal of the old devices if not already decommissioned.

### Smart application for fleet deployment

For management and reporting, to enhance visibility and control for fleet managers, Telent has implemented a bespoke workflow solution. This smartphone application enables fully digital and personalised management, with the ability to evidence all jobs in real-time, report faults and ensure consistent quality by utilising the video capability. All vehicle field services activity can be controlled and managed via a workflow solution that can be accessed by field engineers and user organisations.

### Ready for hybrid and electric vehicles

The increasing use of hybrid and electric vehicles presents additional challenges for the installation of communications devices. Telent engineers are accredited by the Institute for the Motor Industry (IMI) to work on these vehicles. This ensures a safe environment for the installation engineer and the end-user during operational use.

## ESN Transition Services

### Transition Management

The transition to ESN will impact many areas of an organisation's technology infrastructure. Telent's experience with technology solutions and mission critical communications for the emergency services, means we can provide a comprehensive range of services for auditing and planning to support organisations prepare for the transition to ESN. Our UK wide field force, with skills across multiple technology areas, are then available to supplement or compliment an organisation's own resources with the many work streams that transition will require.

### Control Room

Telent provides access to a range of commercial off-the-shelf systems, procuring, integrating, deploying and managing these to deliver a complete control room solution. Alternatively, Telent also provide a range of on-site support services for both cloud-based solutions and control room operator positions. In all cases, upgrades to deliver ESN compliant systems and network connections can be provided.

### Network

The expertise and vendor certifications to provide network planning, design, deployment and support of LAN, WAN, WiFi and radio networks. This includes upgrades to meet Code of Connection requirements plus cyber and IT security services.

### Station End

Telent offers an ESN upgrade route for Station End systems, through the deployment of a dual SIM router that combines high-performance with advanced security features. The proven solution replaces Paknet and PSTN bearers and prepares systems to be ready for the transition to ESN.

## Summary

Telent's nationwide coverage coupled with our vendor agnostic approach, means that we can deliver a high level of service, whilst selecting the best solution for each client's needs, based on its knowledge of each equipment vendor. This means emergency services can concentrate on protecting the public, while Telent provides a seamless ESN transition across its vehicle fleet and entire technology infrastructure.