

# BAPCO<sup>2021</sup>

The Annual Event



12 - 13 OCTOBER 2021

COVENTRY BUILDING SOCIETY ARENA

[BAPCO-SHOW.CO.UK](http://BAPCO-SHOW.CO.UK)

**The transition to ESN.  
What do organisations and fleet  
managers need to consider?**

**Grant Cowans**  
Head of Operations  
Telent Technology Services



# Agenda

1. Introduction to Telent
2. ESN Overview
3. Vehicle Requirements
4. Key considerations & Challenges
5. Critical Success Factors
6. Question

# Telent Overview Video

<https://telent.com/video2021>

# Technology Solutions for Emergency Services

## Design, build, support & manage critical communication solutions

- Mission critical focus
- Nationwide field force
- 40+ operational locations
- Large scale programmes
- Secure, high quality solutions
- Strategic technology partnerships
- Financially Secure



ESN & Vehicle Connectivity Services



Mobile Data Terminals



Control Rooms (C&C/ICCS)



Station End and Resource Alerting



Networks and Security Management

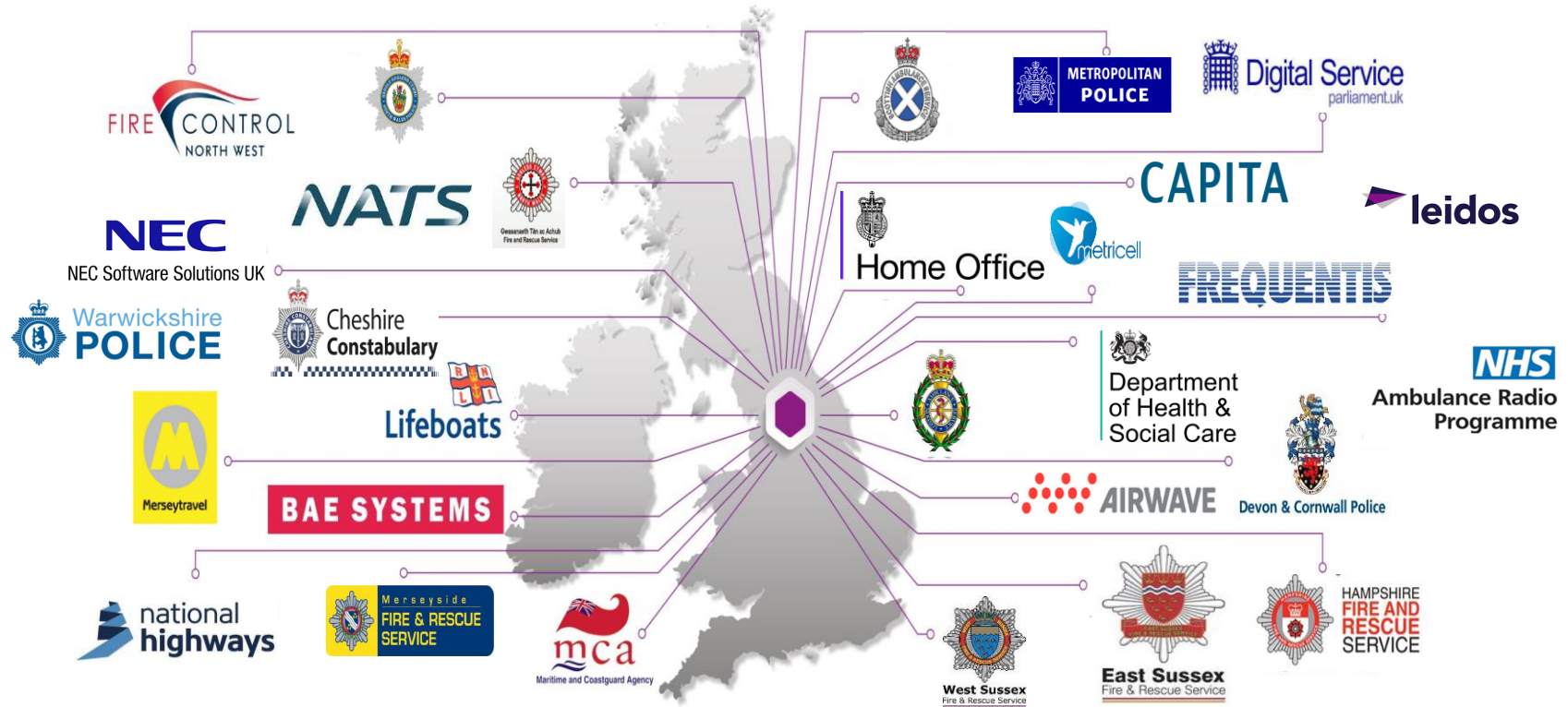


Applications Management



Cloud Data Centres and Desktops

# Keeping the UK & Ireland connected & protected



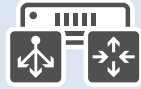
## Control Room



### Transition Service

Upgrade and support the Control Room to ESN compliant systems.

## Network



### Transition Service

Upgrade and support the network to meet Code of Connection requirements.

## ESN



### Transition Service

Coverage testing as part of ESN Assure Service. Requested via the Home Office.

## Station



### Transition Service

ESN connected Stations using ESN Connect as a secondary bearer. Readiness for PSTN switch-off.

## Vehicle



### Transition Service

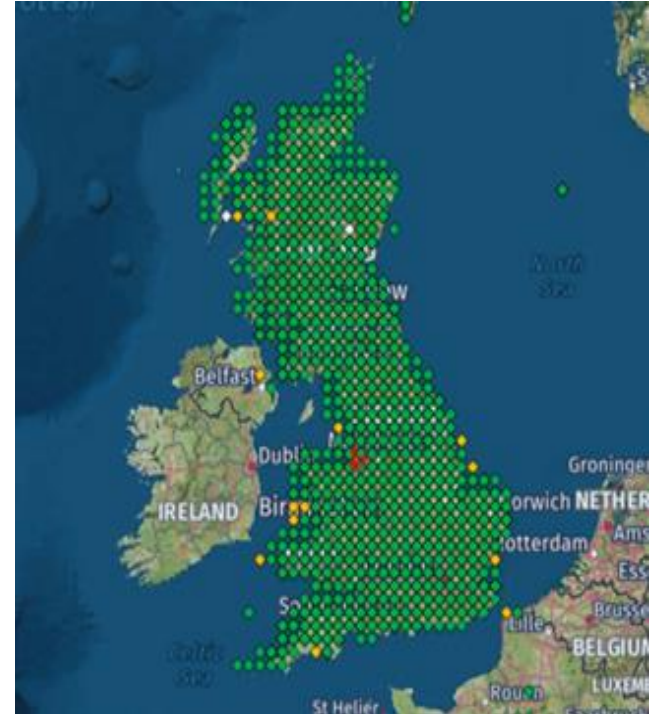
ESN Vehicle Hardware or Router installation and support.

Transition Project Management assistance



# ESN Assure

- Go Live 19<sup>th</sup> November 2018
- Deploying a mixture of Handheld and Vehicle based applications
- Web portal for coverage analysis
- To date an excess of 2.5 Billion data points have been collected
  - Signal Measurements
  - LTE Calls
  - In Building Tests



## ESN Vehicle Connectivity – The key challenge



- Approx. 41,000 vehicles
- Market Capacity
- Quality Standards
- Training accreditation
- Disposal
- Delay Risks



# Telent & Vehicle Connectivity

- We support Radio/MDT in approx. 1/3 UK ES Vehicles
- Firelink experience
- Vehicle Installation Design
- FCS & FITAS
- Hybrid and Electric vehicles
- Installation & Training Locations
- We are a safe pair of Hands





## Ambulance Radio Programme

Learn more <https://telent.com/arp>

# ESN Vehicle Connectivity Services

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- Comprehensive menu of defined services:
  - Service Desk
  - Logistics (receipt and track of bundles)
  - Check and test bundles
  - Logistics to site
  - Vehicle Installation (including details of how and where etc )
  - Commissioning
  - Project management of the install program
  - Test and Training Vehicle Provision
  - Overall Service Management
  - Ongoing Support and Maintenance

# Major fleet upgrades what's required?



- The Essentials:
  - Experience & capability
  - UK wide field force
  - Certifications
  - Supplier relationships
- The real differentiator:
  - Strong repeatable process
  - Audit trail & quality assurance
  - Management & reporting

# Installation & Field Services Application – User Experience



## Simple

30-75 second recorded video to effortlessly capture visual intelligence



## Structured

Guided storyboards tailored to your processes



## Secure

Secure & scalable infrastructure. Total security for data and privacy.



## Open

Open API architecture for workflow integration. Proven with leading technology platforms



## Actionable

Powered by patented algorithms in analytics, ML and AI. Deep insights & recommendations



## Reports

Powerful reports & dashboards for real-time visual information

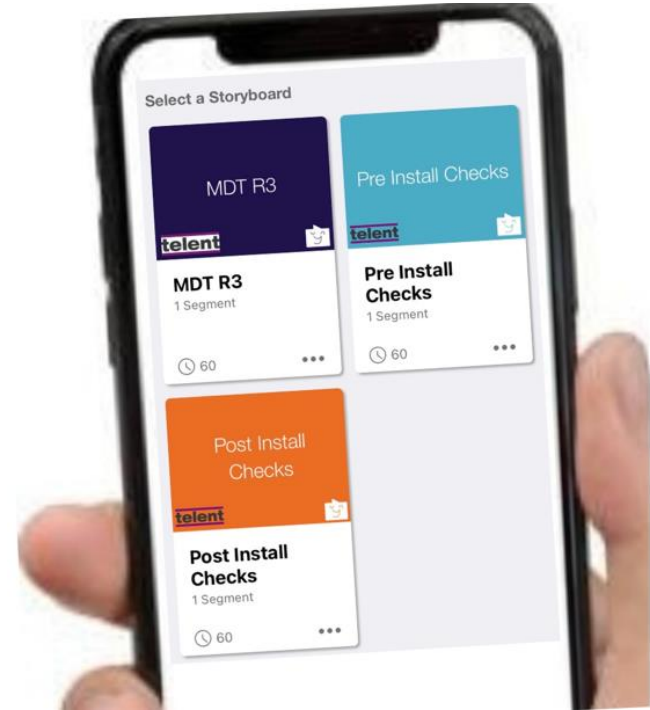
# Installation & Field Services Application

## Installation

- Structured job allocation & process, ensure consistent quality with audit trail.
- Evidence all jobs in real time. AI-powered rich data from videos shared stakeholders.

## Field Services & Support

- Users can use video to report faults or issues.
- Remote engineers make informed decisions, triage issues & prioritise jobs.
- Failed site visits avoided, remote resolutions increased, carbon footprint reduced.







# telent

talent with technology



## Questions?

