



## Vehicle Connectivity Services

Telent install and support communication solutions in emergency service vehicles. Telent can design, test, recommend, procure, install and maintain all of the communication equipment and services that an organisation's fleet will require.

Maintaining safe and secure communications whilst operating in vehicles is essential for today's emergency service personnel. With expertise and experience of major fleet upgrade and support programmes, Telent are ideally placed to assist emergency service vehicle fleet organisations with current technology and also help prepare for the transition to the ESN. We also safely and securely decommission and dispose of obsolete devices and work in partnership with our customers to provide ongoing vehicle communication equipment support. This service is suitable for organisations who need a one stop shop for all their Vehicle Connectivity solution needs.

### About Vehicle Connectivity Services

Telent supplies vehicle connectivity services to the emergency services. By using the specialists at Telent for your communications requirements, you can save valuable time and resources.

Telent covers all areas of vehicle connectivity services, including designing, supplying, procuring, installing, commissioning and maintaining. This means that you can leave the experts to handle your connectivity requirements, while you focus on your own emergency service work.

Vehicles within a fleet will be assessed to understand what equipment is required to ensure the right level of connectivity within a vehicle. Telent is vendor agnostic, which means it will work closely with customers to source the best equipment at competitive prices for installation within vehicles.

The Vehicle Connectivity installations are supported by Telent. This covers the testing of equipment and any necessary and relevant repairs to vehicles. Support is provided using asset management and tracking. Over the air software upgrades of devices is managed to maintain security requirements. Safe and secure decommissioning of obsolete kit is undertaken and secure recycle/disposal services are offered.

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. Telent can also provide the logistics handling and inventory management of the new ESN devices and equipment to be installed into the fleet.

## Product features

- Installation survey and design ensures that each vehicle has the right level of connectivity
- Telent's engineers are covered by the Federation of Communication's industry code of practice for the installation of radio frequency equipment in motor vehicles (FCS1362:2016)
- All Telent installers are fully audited and regularly trained on the latest technologies. Security-cleared and appropriately accredited engineers provide round the clock support
- Enhanced visibility and control for fleet managers via the Telent Engineering Quality Mobile Application, providing real time reporting and ensuring consistent high quality
- Ready for hybrid and electric vehicles, Telent engineers are accredited by the Institute for the Motor Industry (IMI) to work on these vehicles.
- Covert or semi-covert installations available

- **Vehicle Installation Design, Implementation & Maintenance**
- **Radios, Mobile Data Terminals & Vehicle Routers**
- **Software Support & Mobile Device Management**
- **24x7 UK Wide Field Support with Service Desk**
- **Hybrid & Electric Vehicle IMI certified**
- **FCS 1362:2016, FITAS, RM3814, ISO9001**
- **ESN Transition Services**
- **Secure Decommission & Disposal of Obsolete Devices**

## Benefits of Telent installation

### An established provider of vehicle services

Telent has a heritage of supporting emergency services as they transition to new technological infrastructures. This includes experience of major fleet upgrade programmes such as the Firelink and Ambulance Radio Programme projects

### Expertise

Telent offers guidance on all installations, advising on best practice, health and safety, electromagnetic compatibility observance and consistency of approach for all national installers. This means emergency services can concentrate on protecting the public, while Telent provides their vehicle communications connectivity

### Vender agnostic

The Vehicle Connectivity Service allows customers to choose from all communication equipment manufacturers and provides the flexibility of choosing the most suitable antenna, installation style, switch placement and locations, along with the installation of inductive loop technology, in accordance with the recommendations outlined in the survey and design. Telent will manage all interactions with third party equipment providers to make the process seamless

### National coverage

Telent has nationwide coverage, with 40 operational locations supported by 24x7 service desk. This means that vehicles can be worked on efficiently, decreasing the amount of time they are out of active duty

### Cost effective

Telent is driven by efficiency, understanding that value is about more than up-front costs, which is why Telent innovates, automates and invests, to provide long- term returns



## Case Studies

### London Ambulance Service

The London Ambulance Service chose Telent to deliver a five-year contract for the design, installation and 24x7 365 day per year managed support of Mobile Data Terminals across the entire fleet of up to 900 vehicles, based on its extensive experience of large-scale field service solutions.

The key objective of the contract is to increase vehicle-on-road-times.

Telent have been achieving this by co-coordinating a strategic programme of Planned Maintenance Inspections (PMIs), with Vehicle Maintenance schedules and station incidents, delivered by Telent's mobile technicians.

The PMI programme includes regular inspection and replacement of CMOS batteries, MDT battery packs and other consumables, along with cabling and systems inspections. The reduction in recurring faults has significantly improved vehicle-on-road availability.

### National Express West Midlands

Although not an emergency services project, Telent's secure digital radio managed service will deliver increased flexibility and performance to support National Express West Midlands bus operations, integrating vehicle systems with its distributed control rooms.

The major contract will cover nine bus depots and more than 1,500 buses including all routes across the West Midlands conurbation. The new communication solution includes the phased replacement of the existing analogue technology and core communications infrastructure currently used in the vehicles, control rooms and associated radio base station sites. Upgrading to a DMR Tier III system will provide NXWM with digital speech clarity and system resilience.

The new radio systems will be initially deployed in analogue mode. When all vehicles in the fleet have been upgraded with the new technology, the system will be switched over to digital mode.

## Case Studies

### Ambulance Radio Programme

Telent has been awarded a major contract to upgrade the mobile communications devices in 6,500 ambulances across all NHS Ambulance Trusts in England and Wales. The contract, which is managed by the NHS Ambulance Radio Programme (ARP), will allow for a more effective and reliable mobilisation communications platform, improving the ability to meet challenging response times for frontline ambulance clinicians during emergencies.

Replacing the existing hardware solution with new and improved future proofed solutions, Telent and ARP will deliver the Mobile Data Vehicle Solution (MDVS) programme. Providing a new Mobile Data Terminal (MDT) solution for ambulance vehicles, Telent will install and support smart vehicle routers and specially programmed and ruggedized Windows tablets. This solution will enable the in-vehicle communication and capability needed for the National Mobilisation Application (NMA), a standard platform for control rooms to communicate with ambulances.

### Firelink

Telent were selected by Airwave to deliver all services under the national Firelink contract, to provide installation and maintenance of secure radio communications and Mobile Data Terminals (MDT) to every operational fire vehicle in the UK - a total of around 10,000 appliances and fast response units.

Telent created design documents for every class of vehicle before undertaking the project management of distributing thousands of TETRA radios and MDTs, installing the equipment and managing the logistics of booking vehicles and crews off road without disrupting services. In accordance with Airwave guidelines, we designed the tests and approved the installation.

Following successful completion of the installation phase, Telent now provide a fully managed support service delivering a 24 hour fix SLA nationally.



## Summary

Telent install and support communication solutions in emergency service vehicles. Telent can design, test, recommend, procure, install and maintain all of the communication equipment and services that an organisation's fleet will require. This service can include support for current devices, providing upgrades for

existing communication devices in readiness for a simplified transition to ESN or major transition projects for entire vehicle fleets. The range of service available from Telent are ideal for organisations who need a one stop shop for all their Vehicle Connectivity requirements.