

# DTELS



THE COMMUNICATIONS BUSINESS

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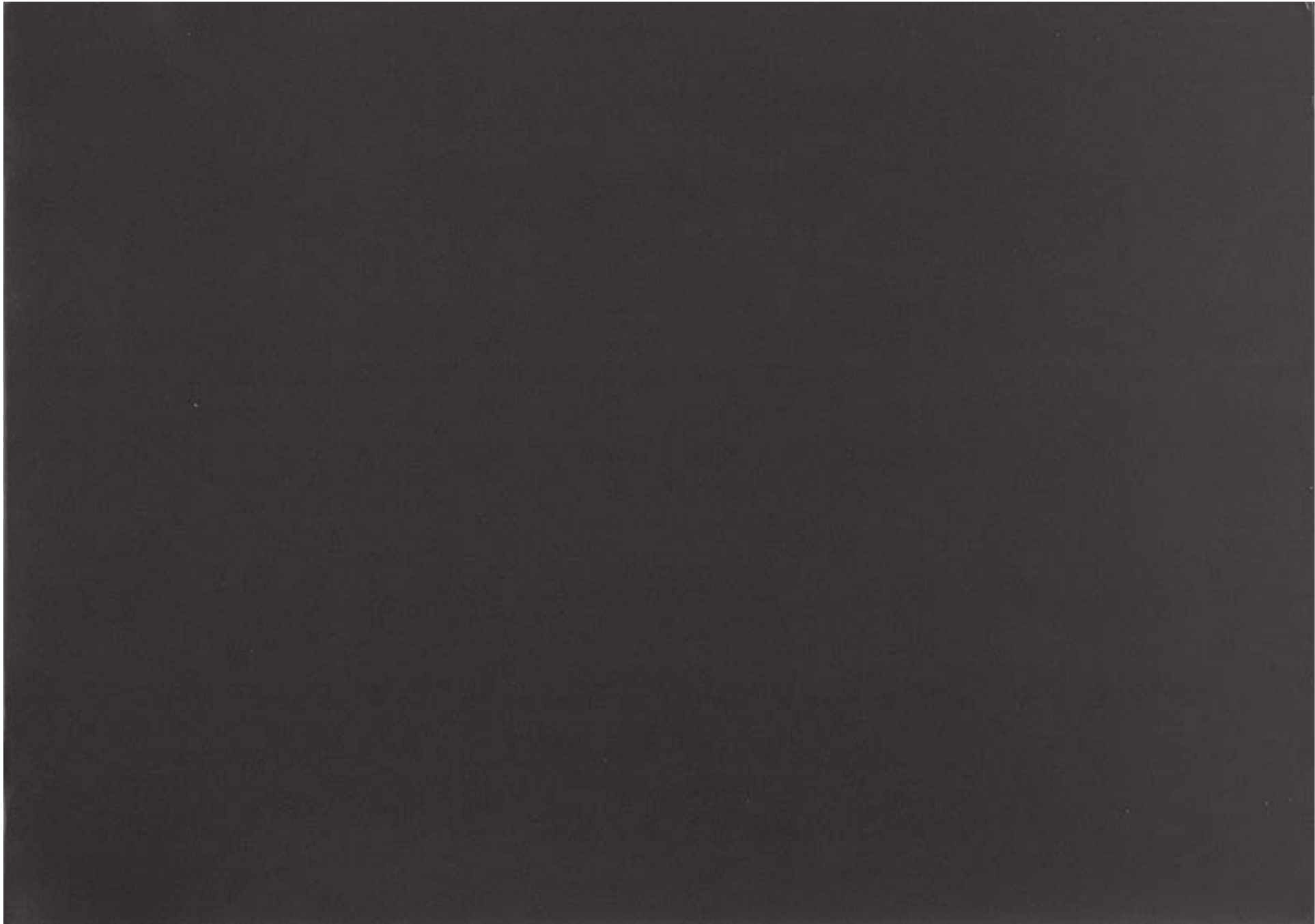


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**When**

Communications systems are essential to your operations.  
But are not your main business

**When**

You want systems that meet your particular needs and budgets  
But do not have the resources or expertise to find them

**When**

You want top performance at all times  
But not the permanent staff to sustain it

*The answer is*



*Impartial technical advice  
With first class lifetime support*

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# DTELS. THE COMMUNICATIONS BUSINESS.

Your communications needs are our business. Our consultancy service will help to specify and procure the most effective, cost-efficient and long lasting system for you. Then, once DTELS technical services have installed your system, they go on to provide round-the-clock



operational support from the widest range of service centres in Great Britain, for the lifetime of the equipment.

## An Expert Service

We are uniquely qualified to provide the complete communications service.

- Over forty years of telecommunications experience give us a proven track record and unparalleled breadth and depth of knowledge.
- Our independence ensures that our advice is impartial.
- Through regular training, investment and close working links with manufacturers and universities we keep abreast of developments in our complex and fast-moving field.
- DTELS is a total service business. Our achievement in attaining BSS750 accreditation demonstrates that our top priorities are commitment to quality and meeting our clients' needs.



*"DTELS is a thoroughly professional organisation with strong technical expertise and the flexibility to respond to our changing needs."*  
*Keith Jamieson, Northumbrian Water plc.*

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#### **FAST, FLEXIBLE RESPONSE MEETS THE NEEDS OF ASCOM RADIOCOM LTD**

Ascom Radiocom Ltd design and manufacture bespoke radio systems for utilities, transport systems and the emergency services. They are now the major supplier of trunked systems to the water industry.

During the implementation phases of these large multidisciplinary projects there is often a requirement to execute specialist tasks such as base station antenna installations and large scale mobile radio installation programmes. Ascom choose DTELS to undertake these tasks on their behalf. Lance Stevens is UK Systems Manager for Ascom Radiocom Ltd. "Our arrangements with DTELS work extremely effectively. Their management and logistics procedures are well suited to the projects we undertake, they have the resources we need to complete our contracts on time and, when requirements change, DTELS has the flexibility to respond quickly at short notice to the new situation. We are well satisfied with our continuing relationship with DTELS."

#### **SYSTEM SHARING SPREADS THE COSTS FOR AVON & SOMERSET**

Avon & Somerset Constabulary combined with the Fire Services of Somerset and Avon to specify a complex microwave radio linking system covering 16 sites including Police Divisional Headquarters and the Fire Headquarters for both counties. The requirement included ten channels system-wide for the Police and two channel allocation for the Fire Service.

This project was one of the first of its type to be handled by DTELS from specification to commissioning.

DTELS worked on behalf of the joint clients through all phases of the project to system acceptance.

An innovative feature of this project was the remote software supervisory unit established by the local DTELS Service Centre involved. With a project of this size and complexity, software problems inevitably occurred but, because of the remote facility, users were shielded from their impact and the problems themselves were more easily overcome.

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# DTELS. THE CONSULTANCY SERVICE.

*"Their practical understanding and unique range of skills sets DTELS apart in telecommunications consultancy."*  
Sam Roberts, Chwyd County Council

## The Path Forward

By involving DTELS consultancy in your communications projects at an early stage you will be able to take the greatest advantage of our unique range of skills and experience.

A typical project path for system procurement will include feasibility studies, project planning, definition of the operational requirement, computer assessments and on-site surveys, system specification, tender evaluations, whole life costing, factory testing of equipment and commissioning.

## Your Project Is Unique

Every project is unique. Although broad outlines may look similar, at each stage a different set of criteria will need to be considered.

For example, in many cases new systems will be designed to enhance or replace existing systems. In such cases the careful control of systems integration and migration will be an important factor in restraining costs

and maximising system effectiveness. Additionally, the transfer of operations from old to new systems needs to be carefully planned and executed.

DTELS is uniquely placed to advise on integration issues. Our independence and experience are particularly valuable where, as so often happens, equipments from several manufacturers are combined within a single system. And, because our project management methods are ideally suited to the control of complex procedures, we can commission and switch to your new system with the minimum impact on your operations.

## The Information Technology Revolution

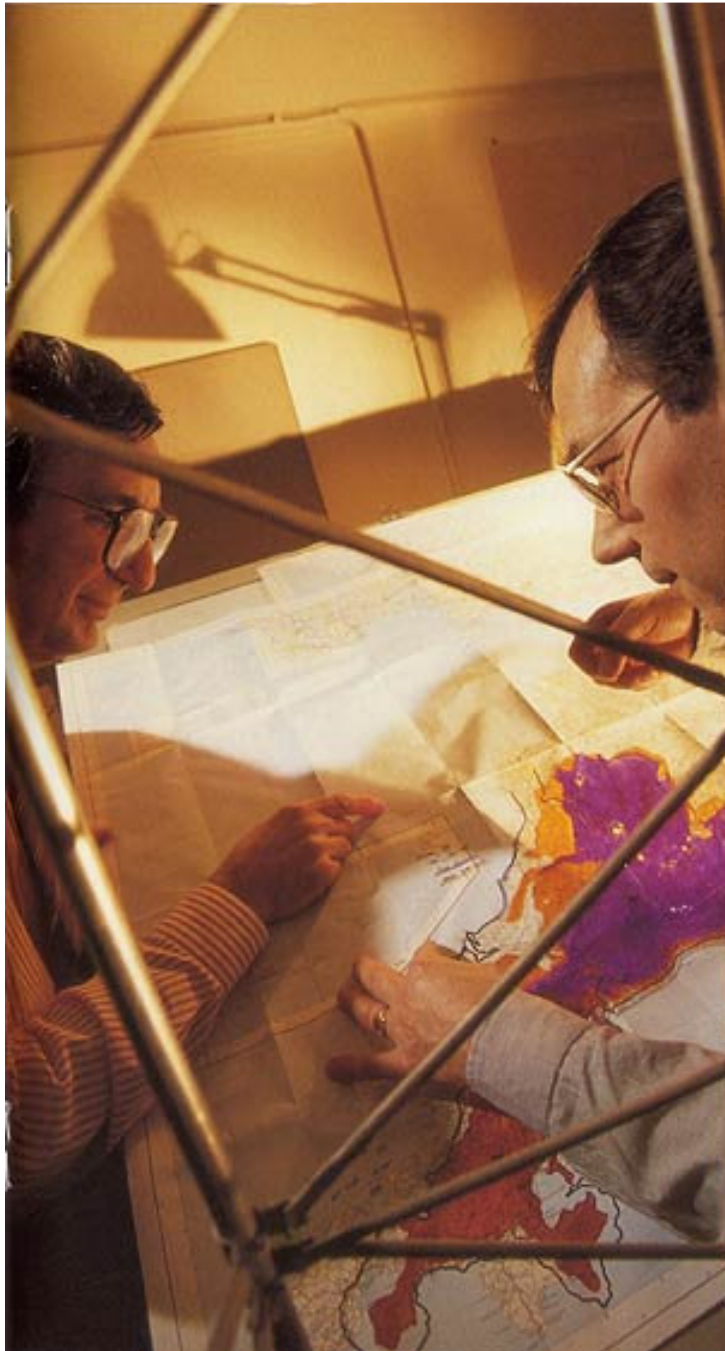
As equipments continue to develop, the integration of information technology (IT) and communications technology increases. Through our links with the IT industry we are helping to bring the benefits of these advances closer to the heart of communications systems.



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#### **SURPRISE SOLUTION UNCOVERED BY REPORT FOR RSPCA**

DTELS was engaged by the RSPCA to produce a report on the enhancement of their existing radio system to provide fully integrated radio coverage of all ten RSPCA regions.

Initial investigations, including a regional survey, indicated that a national trunked network would be the ideal solution but, because of cost and other constraints, an alternative approach had to be found.

DTELS finally recommended that the RSPCA should share the national trunked system belonging to a motoring organisation. This previously unconsidered solution offered the best value to the client by providing all the required features at low cost.

#### **TOP SECURITY PRIORITY PUTS DTELS FIRST FOR HM PRISON SERVICE**

DTELS's long experience and specialist knowledge of surveillance (CCTV) systems is regularly called upon by the Prison Service for planning, installation and maintenance advice in both old and new prisons.

As with communications systems, DTELS's independence means it is able to offer impartial advice to provide the most efficient and cost effective surveillance solutions, regardless of the source and mix of the equipments involved.

A representative of the Prison Service comments: "Obviously our requirements are extremely demanding. DTELS's expertise and independence enable us to expect from them solutions that fully meet our needs within tight timescales and the budgets available. Their advice is well founded and their service is consistent and reliable."

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# DTELS. THE TECHNICAL SUPPORT.

## A Lifetime Of Support

From the time that your system is installed, and throughout its life, DTELS technical support services are on call – 24 hours a day, 365 days a year – for maintenance, repairs and emergencies.

## The Computerised Service Management System

Calls for technical assistance are routed to our computerised Service Management System. The system enables us to respond quickly and at precisely the right level to meet your immediate needs, from local fault correction to a full scale national emergency. In addition, the computerised system allows detailed tracking and updating of every job in hand – when you need a progress report it is available immediately.



## A Wealth Of Resource

DTELS technical services have a wide range of resources to draw on:

- 60 regional and local Service Centres



- Our National Maintenance Centre
- A fleet of 250 vehicles
- Comprehensive stocks of spares and test equipment

- Over 450 skilled and highly trained technical staff with a deep working knowledge of your equipments, located throughout Great Britain

You are guaranteed high capability, full availability and the commitment of an organisation dedicated to meeting its clients' needs.

## Training

DTELS training section will assist in developing the skills and knowledge of your technical staff. Our Training Centre at Ruddington offers a wide range of skills and equipment courses in both telecommunications and IT which can be tailored to meet your precise requirements.

As a member of the Telecommunications Standards Council, DTELS is fully conversant with current trends in training and provides inputs to the development of new standards.

*"DTELS fits our encryption module to police radios, providing an efficient, responsive service to police forces across the country."  
Ken Turner, GEC Marconi Secure Systems Ltd.*

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#### **FAST ON THE JOB AFTER CONTRACT WIN FROM NHS SUPPLIES AUTHORITY**

The NHS Supplies Authority (Central Division) deals with the purchasing requirements of NHS units in, among others, the Trent Health Region. Following the issue of an invitation to Tender, DTELS won the communications maintenance contract for the five ambulance services within this Region.

The contract covers maintenance of all mobile equipment, hill-top sites and control centres.

With this kind of contract, the management and staff of the local DTELS Service Centre visit the client's sites before the contract period begins, to meet the people they will be working with and familiarise themselves with their operational systems.

Malcolm Littlewood, who issued the ITT on behalf of Trent, comments: "The period was very short between contract award and start of work but DTELS staff responded quickly to complete all the necessary preparations in time. DTELS's record of service to date confirms that they were the right choice for this contract."

#### **INTEGRATED SYSTEMS TRAINING BUILDS SKILLS FOR METROPOLITAN POLICE**

The Metropolitan Police operate an integrated communications system incorporating multiplex microwave equipment and radio transmitter/receivers from three separate manufacturers.

DTELS's Ruddington training centre established tailor made, four day courses for Metropolitan Police engineers covering all aspects of the relevant equipments. Training took place at Ruddington and trainees were accommodated at local hotels.

DTELS's independence enables it to construct courses appropriate to individual client needs and field situations where, often, systems have been built or expanded using a wide range of equipment from a variety of sources.

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Your communications needs are our chief concern



We are committed to creating responsive, effective and competitive services tailored to meet your particular needs



Our expertise and experience are unrivalled

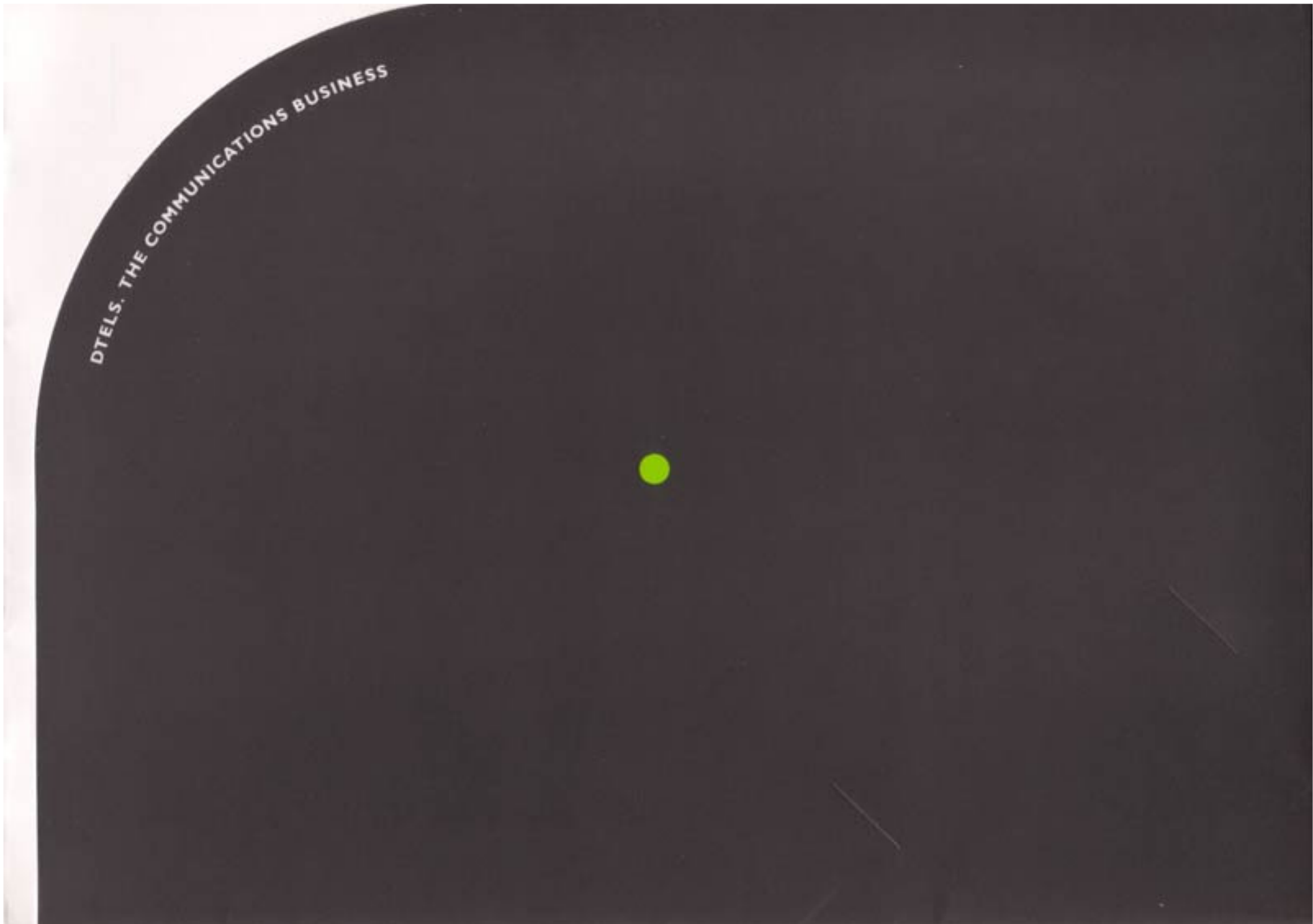


Our support is flexible, responsive and second to none

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# DTELS FACILITIES IN GREAT BRITAIN



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# D T E L S

## **DTELS CUSTOMER SERVICE**

For further information about DTELS services please contact:

### **Consultancy**

*Managing Consultant*

### **Training**

*Training Manager*

### **Technical Services**

### **& General Enquiries**

*Marketing Section*

### **DTELS House**

### **Here Way**

**Ruddington**

**Nottingham NG11 6JU**

**Tel 0602 406161 Fax 0602 405684**

For information about DTELS services in your area, please contact the Regional Service Manager at:

### **DTELS North West Service Centre**

Crank Road

Billinge

Wigan

Lancashire WNS 7EZ

Tel 0744 892254 Fax 0744 892618

### **DTELS North East Service Centre**

Marley Hill

Newcastle-upon-Tyne NE16 5DX

Tel 0207 70370 Fax 0207 71794

### **DTELS West Midlands Service Centre**

Romsley Hill

Romsley

Halesowen

West Midlands B62 0LG

Tel 0562 710274 Fax 0562 710831

### **DTELS East Midlands Service Centre**

Stanton-on-the-Wolds

Keyworth

Nottingham NG12 5BL

Tel 0602 374933 Fax 0602 374527

### **DTELS East Anglian Service Centre**

Cheveley

Newmarket

Suffolk CB8 9RG

Tel 0638 730258 Fax 0638 730684

### **DTELS South West Service Centre**

Shapwick

Ashcott

Bridgwater

Somerset TA7 9QX

Tel 0458 210505 Fax 0458 210032

### **DTELS South East Service Centre**

Glissenbury Road

Cranbrook

Kent TN17 2QJ

Tel 0580 713535 Fax 0580 713104

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# DTELS CONSULTANCY SERVICE

# D T E L S

DTELS Consultancy Services have been called upon to address an extremely wide range of communications issues and projects including:

- Total system reviews
- Feasibility studies
- Systems integration
- Improving communications coverage and performance
- Systems commissioning and acceptance testing
- Computerised integrated communication control systems
- Wide area and VHF personal radio schemes
- Field trials



- Microwave, VHF and landline linking systems
  - Air – ground systems
    - Land – sea communications
      - Radio site planning and management
      - Radio site sharing
      - Radio site surveys
      - Mobile VHF radio systems
      - Equipment evaluation and testing
      - Secure speech implementation
      - Mobile data systems
    - Installing and commissioning CCTV surveillance equipment
  - Developing joint multi-channel microwave radio systems

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# DTELS TRAINING

DTELS's training courses feature:

- Practical design
- 'Hands-on' working as well as theory
- Tailoring to client requirements
- Wide range of equipment familiarisation and general courses
- Superb, purpose built learning areas

The following are an illustration of the range of courses on offer:

- Mobile Radio
- Principles of Microwave and Multiplex
- Introduction to Digital Communications
- High Density Soldering Techniques
- Closed Circuit Television
- Vehicle Installations



- Anti Static Handling
- Climbing Aptitude and Safety
- Introduction to WordPerfect 5.1
- Introduction to BS5750 and Total Quality Management

All DTELS trainers are either full or associate members of the Institute of Training and Development and have regular contact with industry and universities.

DTELS is a member of the Telecommunications Standards Council. We are fully aware of industry trends on training and provide input to the development of new standards.

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**The Complete Technical Support Package**

DTELS provides an extensive range of technical support services which can be tailored to your individual requirements.

The main elements of a technical support package will be drawn from:

- Routine maintenance
- Fault repairs
- Local and national emergency callout
- Equipment audits
- Systems installations and commissioning
- Vehicle installations
- Periodic inspections and reports
- Fixed equipment testing and certification
- Portable equipment testing and certification
- Electrical appliance testing (in accordance with the 1989 Electricity at Work Regulations)
- Maintenance of masts and aerials



**A National Network**

Our national network of Service Centres is staffed by highly trained electronics technicians fully equipped to maintain and repair modern high technology systems and high component density equipment.

The Service Centres are supported by a National Maintenance Centre at Kippax (near Leeds) and by a Service Management Computer System (SMCS). The SMCS, operating 24 hours a day all year round, provides you with the following benefits :

- One-stop fault reporting
- Fast, appropriate response mobilisation
- Job tracking and progress reporting
- Central co-ordination for national emergencies

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