

# D T E L S



The Communications  
Business of  
The Home Office

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DTELS is currently providing telecommunications services to the majority of police forces and fire brigades



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**THE COMMUNICATIONS  
BUSINESS OF  
THE HOME OFFICE**

# DTELS

DTELS is building on its strengths of proven commitment, reliability and performance to offer you, the customer, a comprehensive range of cost-effective services which represent the best value for money available. We aim to provide a first class installation and maintenance service to customers, principally but not exclusively the police, fire and prison services. We are also developing a high quality engineering consultancy service available to the emergency services and other clients.

**EXPERTISE**

Reliable and effective communications are essential in any business and DTELS - the Communications Business of the Home Office - offers unparalleled expertise to help you plan, select and obtain the most efficient communications system for your organisation. What is more, we will also help you to install and maintain it.

With over 40 years' experience of designing, developing and maintaining radio telecommunications and surveillance systems for our customers, DTELS has unrivalled expertise. As a consultancy we can help you plan, specify and procure the most efficient and cost-effective system for your organisation. And for operational support we can offer a wide range of installation and maintenance facilities from service centres throughout England and Wales.



Prison, immigration and customs authorities are important customers of DTELS



any letter or other attempt to  
it outside the establishment

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And since DTELS is totally independent from manufacturers and suppliers you can be sure of unbiased advice, not sales propaganda, when we set about solving your communications problems.

#### COMPETITIVE FORCE

Traditional clients include police, fire and prison authorities for whom high standards of reliability, efficiency and cost-effectiveness are essential and where DTELS has a proud history of professional service.

We are able to maximise new business opportunities by offering the comprehensive range of our consultancy and support services to other system users.

DTELS is becoming an increasingly competitive force in the field of telecommunications and video security and we are expanding our customer base to include a growing number of clients comprising ambulance services, health and local authorities and a variety of other public sector organisations. In addition we are developing contacts with private sector companies, in order to secure business in other markets by becoming an approved installer and maintainer of the latest technologies.



#### NORTHUMBRIA POLICE

"DTELS has been providing telecommunications and maintenance services to the Northumbria Police for over 40 years. We have a very good working relationship with DTELS local engineers and we believe that DTELS has got its act together and responded well to competition. DTELS has demonstrated to the Northumbria Police a proven capacity to provide and maintain services efficiently and at a very competitive price which, in the long run, benefits police and public alike." Superintendent Dennis Mitford, Northumbria Police.



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**WIDE-RANGING INSTALLATION  
AND OPERATIONAL EXPERIENCE**

DTELS can install a wide range of fixed and mobile radio equipment in vehicles, control rooms, on hill-top sites and other locations to meet the individual needs of our clients. We have experience of integrated command and control and fire mobilisation systems, and our radio systems experience includes broadcast UHF, VHF and microwave fixed link technology. Security surveillance installation work, including real time closed circuit television (CCTV), has been undertaken for a number of major customers.

DTELS operational experience includes installations in control rooms of complex multi-channel computer based control systems interfaced to telephone circuits, VHF and UHF channels, radio alarm decoders and external computer systems: installations at remote hill-top sites of sophisticated transmitters and receivers, microwave site-to-site link systems to support voice and telemetry supervisory channels, microwave dishes and other aerials ranging from simple single dipoles to complex arrays on towers up to 100 metres in height: installations within prisons of large CCTV systems including cameras, monitors, video tape recorders, control desks and telemetry link systems for remote camera control.

CCTV installation services have also been provided to police forces, fire brigades and police and fire service training establishment studios, including audio and video mixers, audio amplifiers and tape recorders.

We have installed a wide variety of mobile equipment including 256 channel VHF radios, UHF personal radio adaptors, VHF/UHF repeater radios, car-to-car radios and multi-channel digitally encrypted radios. DTELS carries out a large number of vehicle installations, ranging from special installations in emergency control vehicles, helicopters, light fixed-wing aircraft and boats, to fire appliances, police traffic cars and motorcycles.

We have also conducted numerous radio surveys to determine the area coverage of radio schemes and the viability of microwave link paths.



DTELS telecommunications experience is wide ranging, varying from aerial mast rigging to vehicle installations.



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## MAINTENANCE NETWORK

DTELS provides a wide range and high standard of maintenance services to its customers. From our network of over 70 customer service and maintenance centres and local service points throughout the country we provide a 24 hour round-the-clock service, 365 days a year. Our fleet of around 300 vehicles provides fast response times and reliable service to meet the requirements of your telecommunications system.

Our main service centres undertake the complex and demanding aerial and fixed installation and maintenance work essential for good system performance.

Our maintenance centres provide the specialist support required to repair modern high technology and high component density equipment, such as visual display units, personal radios, and firemen's alerters and pagers. They are fully equipped with the latest and most sophisticated test equipment to ensure fast, professional and efficient service. Local service points deliver on site repair and installation facilities.

As customer equipment changes, DTELS will work with suppliers to maintain equipment during the warranty and post-warranty periods. Our objective is to become a one-stop maintainer to meet all our customers needs and to effectively support a variety of radio communications, control and security systems from a wide range of suppliers.

We are accredited to British Standards BS5750 ISO 9000, and are committed to Total Quality Management.



Local service points provide vital repair and maintenance facilities to minimise the time your equipment is out of service.



### CAMBRIDGESHIRE AMBULANCE SERVICE

"Cambridgeshire Ambulance Service is a new customer of DTELS who provide a maintenance system for our hill-top sites, mobile units and control room. We selected DTELS because they are a large, well-known organisation, not tied to any one particular manufacturers equipment, and because they offered us a satisfactory financial package when we went out to tender. DTELS have always proved extremely helpful in answering our queries and we are pleased with the quality of service they provide. An additional benefit is the existence of two DTELS workshops in the area."

Mr Timothy Rawlinson, Chief Ambulance Officer, Cambridgeshire Ambulance Service.



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## TRAINING FOR THE FUTURE

Staff training is important if DTELS is to remain a leader in the telecommunications business and to maintain a pool of highly skilled engineers and technicians. At our Training Centre in Stanmore, Middlesex, we maintain a first class in-house training capability. Here we provide thorough and up-dated training to ensure high standards of skill and service are maintained and to enable our technicians and engineers to remain at the forefront of communications technology.

DTELS trainers have regular liaison with universities and all of them are full-time and either members, or associate members, of the Institute of Training and Development.

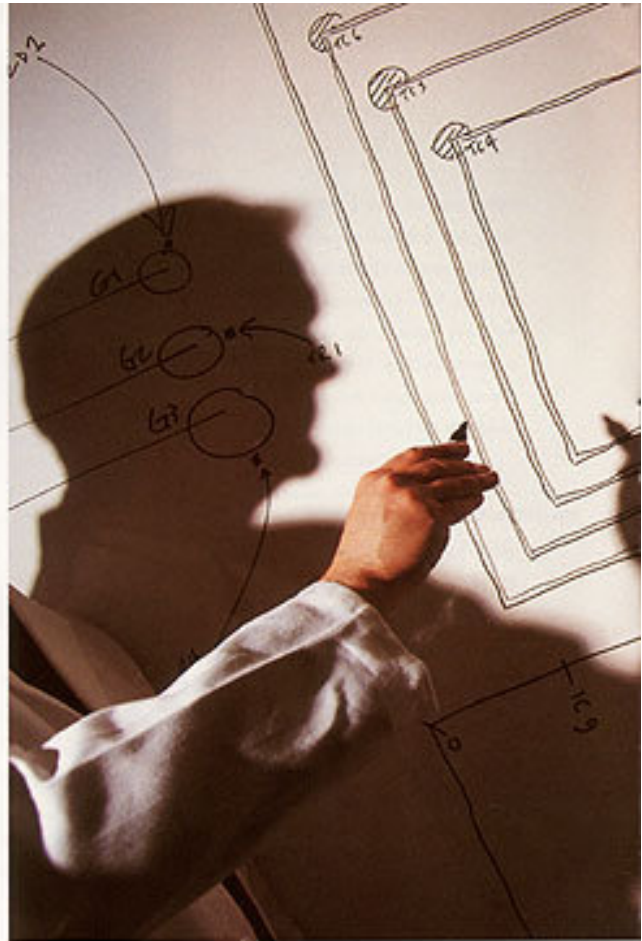
Stanmore is an excellent learning site and is well positioned close to central London and its motorway links. And DTELS clients can now take advantage not only of our technical skills but also of the wide variety of training facilities our Training Centre has to offer.

It provides equipment and system familiarisation courses which run from a three-day grounding in microwave system techniques to one or two week courses built around individual systems.

Equipment training courses are heavily biased towards the practical requirements of the engineer or technician and generally consist of both theoretical and "hands-on" work. Courses are tailored to meet individual customer requirements.

The Centre also teaches subjects as varied as high-density soldering techniques, presentation skills, word processing and climbing aptitude and safety for aerial mast rigging.

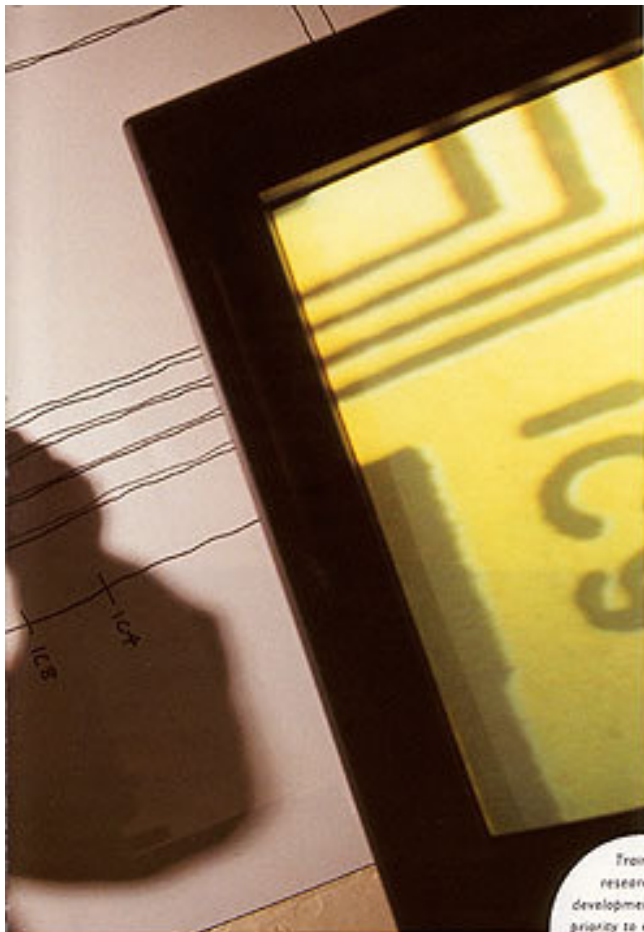
DTELS is a member of the Telecommunications Standards Council, which ensures we are fully aware of industry trends on training requirements and have the opportunity to influence training standards if necessary.



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Training, research and development are high priority to ensure that DTELS remains a leader in the telecommunications field.

**INVESTMENT**

Investment is ongoing, not only in training and skill enhancement but also through extensive information technology to give access to remote databases and libraries. New test-bed facilities and application programmes for radio and signal propagation studies have been developed and DTELS constantly undertakes research and development, on behalf of and in close contact with our clients, to ensure that we both stay at the cutting edge of technological progress. All these advances are vital to help us keep you abreast of rapidly changing technologies. Our goal is to give you the best possible advice and assistance to help you plan, install, operate and maintain today's increasingly complex integrated communications systems.



**DEVON AND CORNWALL POLICE**

"Devon and Cornwall Police are long-standing customers of DTELS telecommunications and maintenance services. More recently DTELS engineered for us, and now maintain, an extensive microwave point-to-point radio linking system which is one of the first to be introduced for police use and certainly, to date, the most complex. We continue to choose DTELS for our telecommunications and maintenance needs in view of their long established and efficient field services organisation in the south-west of England, our long-running and satisfactory experience with them, and their ability to offer quality service within a viable economic framework,"

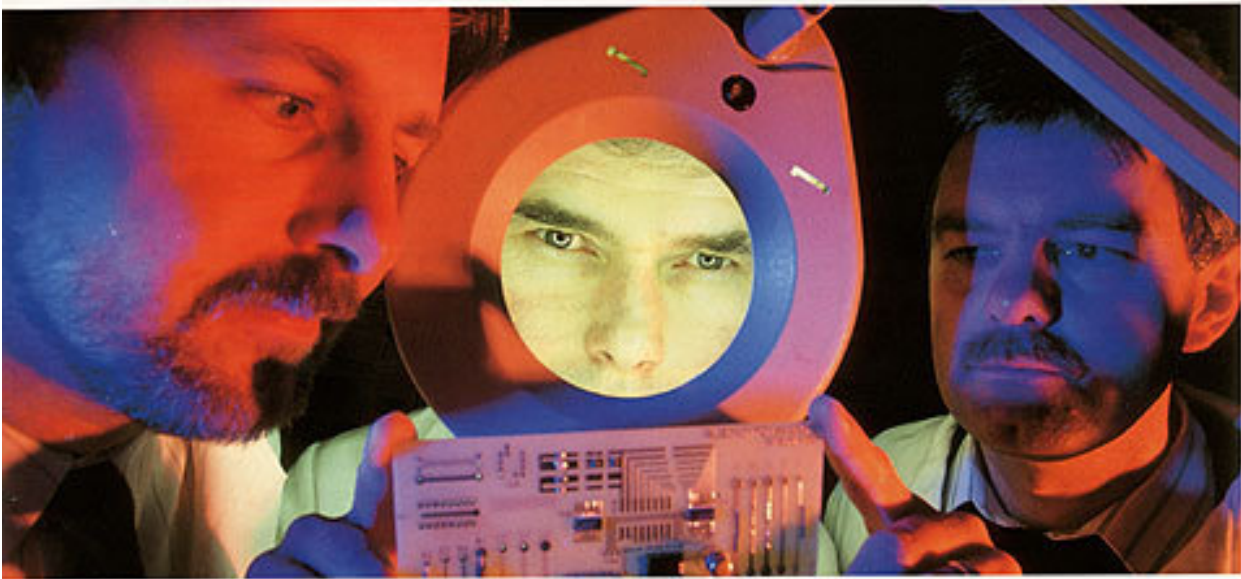
Superintendent Anthony Fairless, Devon and Cornwall Police.



## THE FUTURE

DTELS is committed to offering an effective, and competitive service tailored to meet your needs. Our consultants regularly attend seminars, liaise with universities, and present papers at conferences on a wide variety of topics. Their aim is to ensure DTELS is at the forefront of the latest communications technology so they can advise customers on the next generation of systems and how they can best be deployed.

These systems include: Radio Trunking Systems, Radio Mobilisation Systems, Land Mobile Satellite Services, Encryption Technology and 50GHz Microwave Reflector Technology.



Reliable communications are our business. DTELS offers a wide range of installation and maintenance services. We are flexible, willing and able to provide you with an effective, reliable and cost-effective service and we can customise any telecommunications system to suit your individual requirements.

## ENQUIRIES

If you would like to know more about our services and facilities, please contact our Area Marketing Executives in the following locations:

North	Dave Metcalf	Tel 0532 320001
South East	Mike Leach	Tel 081- 958 5666
West	Malcolm Lockwood	Tel 0458 210832

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# DTELS



## NORFOLK COUNTY COUNCIL

"We are a new customer to DTELS who have recently provided us with remedial services to improve our radio system and now continue to provide maintenance services for our VHF radio schemes. We chose DTELS because of their long involvement in VHF radio scheme support for the emergency services and for their acknowledged expertise in this area."

Mr Murray Sheil, Norfolk County Council.



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**KEY**

- Service Centre
- Local Service Point
- Maintenance Centre
- Service Centre Boundaries

# DTELS

## Map



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## THE TASK

Dorset Police and Fire Services sought assistance from DTELS during 1988 before purchasing a joint multi-channel microwave radio system to link their VHF base station sites with their operational control centres.

## THE WORK INVOLVED

**Project Time Plan** DTELS first agreed a detailed project time plan with their clients. This plan was then networked on to their computer project management system which served to monitor and control all work activities throughout the life of the project.

**Operational Requirements** DTELS then assisted their clients in defining their operational requirements for the link system eg link capacity and circuit routing, resilience in the event of link failures, control and supervisory features.

**Link Path Assessment** Next they undertook a computer-based assessment of all likely link paths, identifying those where a microwave line-of-sight route appeared feasible and determining provisional antenna types and heights. Physical surveys were then carried out, visiting all sites and surveying aerial towers and equipment accommodation. Where necessary paths were surveyed visually to check for any obstructions, due to buildings or trees, and radio link assessments were made on any paths considered to be marginal.

**System Specification** When all surveys were completed, DTELS finalised the design of the complete link network and compiled a full system specification on behalf of their clients. This specification contained all details of equipment preference and covered other areas such as installation standards, documentation required and acceptance test procedures.

Using this specification the customers invited tenders from industry and DTELS continued to assist by answering any technical queries that arose during tendering.

**Tender Evaluation** On receipt of the tenders DTELS carried out a thorough evaluation of the offers, examining their technical compliance and comparing them on the basis of true whole-life costings. DTELS findings were submitted to the customer in a detailed evaluation report.

**After Contract Placement** After contract placement DTELS assisted by expediting the manufacturing phase, where necessary, and handling any technical queries on behalf of their clients as they arose. DTELS then carried out a thorough factory acceptance test programme before the equipment was packed and delivered to site. DTELS supervised the installation and commissioning programme. Then final system acceptance tests followed before the microwave system was interfaced to the customers VHF radio scheme and handed over for operational use in 1990.

## A FIRST

This was the first microwave system in which DTELS assisted a direct purchase by the customer. As part of their project management role they also chaired all project meetings between the customer and the supplier.

# DTELS

CONSULTANCY CASE STUDY 1



## DORSET POLICE AND FIRE SERVICES - JOINT MICROWAVE LINK SYSTEM



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#### THE TASK

South Yorkshire Police approached DTELS in 1990 seeking consultancy advice for a CCTV security system to cover a major shopping area in Barnsley town centre.

A novel feature of the system was that it was proposed as a venture of a joint consortium of traders and police.

#### THE WORK INVOLVED

DTELS carried out site surveys to determine the best camera positions and control arrangements. With only a short distance between cameras and the control point, DTELS assessed the viability of using millimetric wave radio links, instead of the more conventional cable links, to control the cameras in order to secure a substantial cost saving over the life of the system.

DTELS conducted a thorough, costed feasibility study and presented their findings to their consortium clients. They will be further assisting with the project from installation through to commissioning.

# DTELS

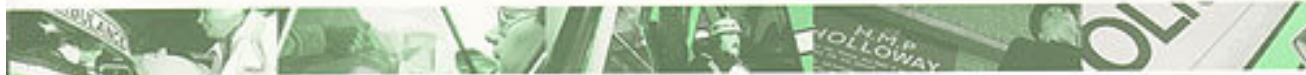
CONSULTANCY CASE STUDY 1



#### CCTV SYSTEM FOR BARNSLEY SHOPPING CENTRE



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#### THE TASK

Derbyshire Police and Fire Services were using a UHF link to control one of their quasi-synchronous VHF hill-top sites.

Regulatory policy demanded that UHF links had to be phased out and DTELS were invited to carry out a study, during 1990, to examine the feasibility and cost of alternative linking techniques.

#### THE WORK INVOLVED

The alternative options ranged in complexity and cost from simple land-line control, through a land-line using special synchronising and equalising terminal equipment, to microwave linking via an additional repeater site. (Obstructions of the link path prevented a direct microwave link.)

The advantages and disadvantages of each option were fully explored and costings were compared on a whole-life basis.

# DTELS

CONSULTANCY CASE STUDY 3



## FIXED LINK FEASIBILITY STUDY FOR DERBYSHIRE POLICE AND FIRE SERVICES



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12th April 1991

# DTELS

Dear Customer

As part of the launch programme, I have great pleasure in introducing the new corporate brochure for our organisation. This describes, in some detail, the considerable range of facilities which DTELS has to offer in the field of telecommunications installation, maintenance and consultancy services.

With over 40 years experience as a major provider in the telecommunications industry, we now have a new corporate identity, a more streamlined operation and an objective to raise the profile of DTELS as we target customers in both the public and private sectors. We are aiming to win new business and extend our services to existing customers.

The changes we have undergone in the last 2 years have been more than just skin deep. DTELS has learned to be more flexible and responsive to individual customers' needs. Whilst its commercial awareness has risen, its prices have fallen, with the result that it now offers customers a comprehensive range of cost-effective and high quality services which represent the best value for money available.

Horseferry House

Dean Kyle Street

London SW1P 2AW

Tel 071 217 8497

Fax 071 630 0640

Direct Line 071 217 8245

Fax 071 630 0640



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FROM: George Davis  
DTELS  
8 April 1991

TO: All Managers attending the Launch - 12 April 1991

1. Thank you for agreeing to act as hosts to our guests. A list is attached which shows the customers allocated to you and to your colleagues. Please place a green dot on your guests' badges. If you see anyone without a green dot who looks lost and lonely please speak to them and give them a dot as well. Please feel free to consult others in the organisation if you need to be briefed on what is happening with any particular customer.
2. You may well encounter members of the Press - Here are a few do's and don'ts:-
  - Be friendly, helpful and co-operative.
  - Do not say too much.
  - Be positive and supportive of the organisation, do not run it down.
  - We all are the organisation, only we can make it what we wish it to be.
  - If you cannot answer a question, find a senior manager who you believe can.
  - Do not be drawn on contentious issues, if necessary seek help or politely refuse to comment.
  - It is not always true that bad publicity is good publicity.
  - There will be a Home Office Press Officer present - Bob Thomas.
  - The Press will have yellow badges.
  - DTELS senior managers will have a large green spot on their badges.
  - Also attached is a Q&A briefing on key issues.
3. You may also find useful an early draft of two articles for the first edition of Link in the new corporate style.
4. At the Launch you are asked to collect the following from the Registrations Desk or bring items with you if already issued:-
  - Grey DTELS tie or scarf(to be worn)
  - Enamelled DTELS badge (to be worn )
  - Delegates Pack
  - Staff name badge (to be worn)
  - Business cards for use at the Launch)
5. Good luck, see you on the day and I wish you all well. If you have any questions please call me or Mick Price or Eleanor Marshall.

George Davis  
Head of Marketing  
Room 632 Horseferry House  
Tel: 071 217 8087

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  - Business cards for use at the Launch)
5. Good luck, see you on the day and I wish you all well. If you have any questions please call me or Mick Price or Eleanor Marshall.

George Davis  
Head of Marketing  
Room 632 Horseferry House  
Tel: 071 217 8087

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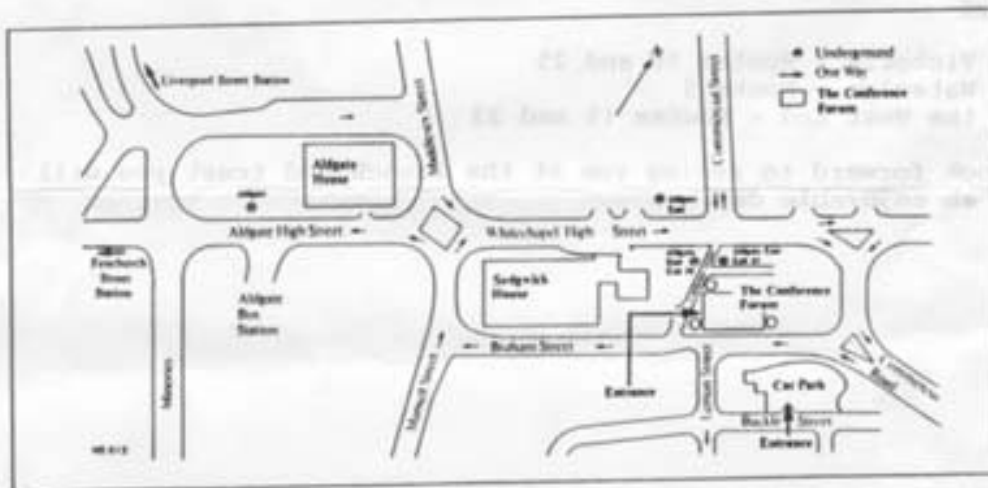
**DTELS LAUNCH**

**SEDGWICK CENTRE**

**APRIL 12TH 1991**

These are the details for the morning seminar together with a map of the location of the Sedgwick Centre, Conference Forum and directions on how to get there.

<b>Programme:</b>	<b>REGISTRATION AND COFFEE</b>	<b>10.00 am</b>
	<b>LAUNCH AND PRESENTATIONS</b>	<b>10.45 - 12.00 noon</b>
	<b>BUFFET LUNCH</b>	<b>12.10 pm - 3.00 pm</b>



The Conference Forum  
The Sedgwick Centre  
LONDON, E1 8DX

Tele: 071 481 5204/5205

Tele: 071 481 5293

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## HOW TO REACH THE SEDGWICK CENTRE

### By Car

Parking at the Conference Forum, Sedgwick Centre is very limited and so you are advised to travel by alternative methods of transport if at all possible.

### By Train

Connections to Liverpool Street, Victoria, Kings Cross, Euston, Waterloo and Paddington are available via the underground. Cannon Street and Fenchurch Street are within the immediate vicinity.

### By Underground

Metropolitan and District lines serve Aldgate East Station which is 100 yards from The Conference Forum (Sedgwick Centre) main entrance.

Travelling West - East: alight from the train and turn left, passing through the ticket barriers. Turn left again up the stairs to reach street level. To your right is The Conference Forum. If travelling East - West, alight from the train and turn right and then follow the previous directions. Follow signs for Exit 20/21.

### By Taxi

The Conference Forum and Sedgwick Centre are well known to London taxi drivers. Ask for the eastern end of the Sedgwick island site, where Colchester Street and The Conference Forum are on the right, opposite Aldgate East Underground station.

### By Bus

From Victoria - Routes 10 and 25  
From Waterloo - Route 5  
From the West End - Routes 15 and 23

We look forward to seeing you at the launch and trust you will have an enjoyable day.

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**DTELS STAFF ATTENDING LAUNCH**

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## THE NEW IDENTITY - What it means for the organisation.

There are many reasons for adopting a new identity. The primary aim is to build on the best of the old organisation while re-positioning the new one within the market-place.

Within the new identity is a strong link with the traditional customer base because we are known by many as Dtels. By sharpening up the corporate name to the logotype DTELS we are wanting to build an image of quiet confidence, of stability and professionalism, maintaining a link with our heritage as part of the Home Office. The green dot signifying safety and official approval.

In addition, our strapline is stated quietly and confidently - The Communications Business of the Home Office. Through the new identity we may increase our independence from the Home Office to take commercial decisions and compete on the open market. We may eliminate wasteful practices and bureaucratic ways to become an efficient, responsive organisation. By developing a culture committed to customer service, Quality Management and value for money we may retain our customers and win new ones. We now have a major opportunity as we do these things and to reposition ourselves in the eyes of our customers.

The process of repositioning the organisation is complex and takes time. We are putting our message across, through the public launch on 12 April, through promotional literature and every facet of day-to-day business. This will include stationery, documents, clothing, even our attitudes and responses to customers. If each one of us remembers five key strengths which our organisation possesses then our confidence will support this repositioning.

Our five main strengths are:-

- professionalism founded on many years of experience and achievement in system design and installation.
- high standards of maintenance service in varied and demanding operational environments.
- objective and independent consultancy advice available for every stage of system appraisal, design, procurement and project management.

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- competitive, value-for-money services supported by bases throughout England and Wales.
- Quality Management systems which have led to registration under BS5750.

These key strengths provide a platform to enable DTELS to expand its services in the future into wider telecommunications and IT markets.

George Davis  
Head of Marketing

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