



UNIVERSITY IMPROVES COVERAGE FOOTPRINT WITH HYTERA DIGITAL TWO WAY RADIOS AND DISPATCHING APP

OUR CHALLENGE

Located in the East Midlands, the University of Northampton has two campuses which are less than two miles apart - Avenue Campus and Park Campus and halls of residence which is located 5 miles away in the town centre. Estates, Facilities and Security required a connection to be made between all sites to give them one fluid, reliable solution to allow them to be contacted 24/7.

Effective communications between teams and locations to ensure student and staff safety was paramount in the brief from the University; especially as the University prepares to relocate to a new, purpose built, town centre campus, Waterside Campus, which will open in 2018. Making sure the solution was also cost effective was a key driver for the project.

BACKGROUND

"Until recently, the University used an all-analogue system, components of which were many years old and struggling with the increase in coverage requirements". Daniel Scotney, Sales Manager, DCRS, "We needed to upgrade the whole communications system, and it was vital that the entire footprint was covered with a radio solution that would support them with very clear, consistent and secure communications".

The multi site campus needed a supervisory channel that would provide the flexibility for critical security officers and related personnel to communicate during times of crisis. Of course, because such emergencies can arise at any time, it was also critically important that the migration from analogue to digital proceeded smoothly and quickly because even brief downtime could put the sites at risk".

CUSTOMER PROFILE

Location:

East Midlands

Industry:

Higher Education

Products:

- 03 x RD625 Repeaters
- 38 x PD605 GPS Hand portables
- 02 x PD665 GPS Hand portable
- Smart Dispatch Enterprise Software
- 5 Year Maintenance Agreement

Benefits:

- Multi Site Connect with GPS
- Mobile phone bills cancelled
- Expanded Coverage
- Clearer Audio
- Additional Functionality





Lee Johnson, Security Manager at the University of Northampton said: “The Hytera digital solution offered our Estates, Facilities and Security teams an enhanced clarity and reliability of communication; upgrading from our analogue system has enhanced the service for our staff in these areas.”

THE SOLUTION

Our Sales Manager was sent to work with the University to determine needs, assess the options, and help them make the right choices because of the change of manufacturer.

Because HYTERA and their Smart Dispatch application is still a relatively new solution, it was also important to provide the University with a hands-on demonstration so they could get a sense of the potential that HYTERA could offer.

After the demonstration, the University were impressed with the product and the cost savings it offered. HYTERA supports lower cost of ownership compared to analogue systems because fewer repeaters are required: two voice channels are utilised in one 12.5kHz frequency channel, so only one repeater is needed for every two voice, or data paths.

Considering all factors, the University concluded that “we could replace our old system with this higher quality solution at a reasonable cost.”

SYSTEM

They needed the ability to communicate immediately with all the sites 24/7. When universities are making a sizeable investment, a marginal improvement may not justify the expense. With their new solution they greatly extended coverage and significantly improved voice quality, HYTERA radios have undeniably proven that they were worth the investment.

HYTERA RD625 Repeaters were installed at each site and connected through IP Smart dispatch and the feature packed HYTERA PD600 Series hand portables gave the teams all their requirements within one unit. The PD600 Series portable radios provide clearer voice communications throughout the coverage area, and up to 40 % longer battery life between recharges.

The Smart Dispatch system allows radio users to share both voice and data communication on the same system such as all calls, personal calls, text messaging, tracking and dispatching of messages and voice recording facilities should it be required for insurance mitigation. It also enables repeaters to manage the availability of active channels, so that users are automatically connected to co-workers without switching channels.

BENEFITS

With expanded coverage, clear audio and private communications, the University have improved student safety, reduced user frustration and increased efficiency.

With nearly 100 percent coverage available throughout the sites, users no longer have to roam around to find a signal. Crystal clear audio ensures that messages get through the first time and reduces the opportunity for error.

And with HYTERA's built-in enhanced privacy capability, scanners can no longer pick up transmissions, preventing eavesdropping and potentially risking student security.

NEXT STEPS

There are future ambitions for this project to incorporate telephone interconnect and alarm management.

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