



HIRE, SALES AND SERVICE OF VOICE AND DATA RADIO COMMUNICATION SYSTEMS, BODYCAMs AND APPLICATIONS PRODUCTS AND SERVICES GUIDE



HERE TO SUPPORT YOU

Call FREE: 0800 043 2688

Email: sales@dcrs.co.uk

www.dcrs.co.uk

“Experienced staff handle your enquiries, support requests and queries so you will be spared the frustration of dealing with a call centre.

As a DCRS client, you will benefit from guaranteed response times and service around the clock, 365 days a year.

We provide a genuine 24/7 service and a strategically placed network of engineers, sales and support staff covering the UK and Europe.

”

ABOUT US

Established in 1987, DCRS has become one of the UK's market leaders in the hire, sales and service of voice and data radio communication systems, bodycams and applications to clients throughout the UK and Europe.

With technical excellence and accreditations for quality assurance, health and safety and product support, DCRS can offer exceptional client service by combining our technical and operational expertise, resources and commitment throughout your product and systems lifetime. In recognition of this, we were awarded the Queen's Royal Warrant.

Our project managers, engineers and support staff are trained to the highest standard, taking initial ideas through to bespoke design, project management, commissioning and installation, followed by a complete maintenance and service aftercare package.

The dedication to our client's needs and commitment to delivering pioneering technology continues to enhance our reputation within our sector. The product manufacturers further strengthen it; we support Motorola Solutions, Hytera, Icom, Kenwood, Kirisun and VoCoVo, all known for their outstanding reliability, quality and expertise in our field.

Utilising our vast experience within the two-way radio communications industry, our dynamic product range provides the best solutions for you and your business. We have applied these to markets such as construction, education, healthcare, manufacturing, logistics and distribution, retail and hospitality, oil and gas, utilities and renewables, transportation and public safety and government.

Providing you with an affordable and accessible solution, your equipment will come from a professional and well-organised company that still believes in **“quality and value found in a personalised service”**.



Steve Luscombe
Managing Director



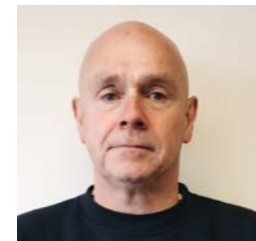
Ash Robinson
Sales Manager



Hannah Fieldsend
Internal Account Manager



Ray Moore
Senior Hire Coordinator/
Sales Support



Bernie Goosman
Workshop &
Installations Manager



Chris Llewellyn
Purchasing &
Stores Manager



Megan Osborne
Marketing Assistant



Michael Price
General Manager



PURCHASE AND INSTALLATION OF HAND PORTABLE RADIOS AND SYSTEMS

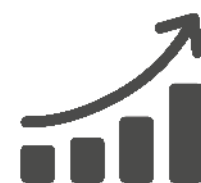


We will look, listen and learn about who you are and what your business is all about.

As one of the largest UK distributors of radio communications products, we know that every radio user is unique; therefore, the right communication solution requires the right product. With a manufacturer-trained sales team, we are confident that we will only recommend what suits your organisation at the right budget.

All equipment that we supply meets the current OFCOM licensing regulations and is provided as standard with a manufacturer's warranty from the date of purchase, and, for that added peace of mind, extended care options are available for when the manufacturer's warranty expires.

DCRS are highly experienced at integrating different manufacturer products to create advanced analogue or digital radio systems that meet every aspect of a customer's requirement and budget.



**LEASE RENTAL |
FINANCE |
ASSET RENTAL**

**CONSERVE CAPITAL AND
DRIVE YOUR SYSTEM FORWARD**

By choosing this option, you can take your site(s) to the next level of two-way radio equipment, whether it's a system upgrade or integration into another on-site system that requires an application.

ACCESSORISE YOUR TWO-WAY RADIOS AND MOBILES

AUDIO

Get the most out of your hand portables and ensure you have the correct audio accessory for the job, from covert kits where discrete operation is imperative to noise-cancelling headsets for those high-noise environments where you need to protect your staff's hearing.



BLUETOOTH

Most major radio manufacturers now offer Bluetooth capability, allowing you to replace the use of a remote speaker microphone or wired audio accessory. Moreover, you can utilise any Bluetooth headset, so you are not tied to the radio manufacturer.



ENERGY

Power your two-way radios with genuine, proven standard and smart batteries and chargers, designed to keep you working throughout your day. Whether you need to enter temperature-controlled conditions or keep your hand portable online for 24+ hours, we have a solution.



CARRY

Carry cases, holders and belt clips are available in all sizes and are designed to fit your radio and battery to protect your device from knocks and scratches while still allowing audio to be heard clearly so that you can concentrate on the task at hand.

Supplied and supported by us, the Peter Jones Klick Fast Carrying System is tried and tested. It is the preferred choice of front-line workers worldwide as it allows users to overcome the challenges of the real world.

The latest Klick Fast options respond to the growing and varied needs of users and underline the position of the Klick Fast System as a leading option for carrying specialist equipment and devices.



Whether you just purchased a new two-way radio and it is accessories you seek, or you are simply looking to add to an existing fleet, we have a full range of audio, energy and carrying options to complement your devices, allowing your whole team to work efficiently. Our range varies from budget and medium priced to high specification, specialised options.

**DCRS STILL SUPPORT AND MAINTAIN ALL MANUFACTURERS EQUIPMENT,
ACCESSORIES, BATTERIES AND SPARES.**

**LONG AND SHORT-TERM TWO-WAY RADIO HIRE
NO CAPITAL OUTLAY**

We have been hiring out digital two-way radios, and this has proven to be invaluable for a multitude of market sectors: Event Organisers, Retailers, Construction Sites, Council Teams, TV and Film Crews, Security and Plant Shutdowns, to name but a few, with short and long-term hire contracts using Motorola Solutions Radios.

To ensure your site remains in constant communication at the push of a button, consider hiring two-way radios from DCRS Ltd.

Our cancellation policy is that if for any reason your event is cancelled and equipment is not shipped, there will be no charge, but we will require this in writing ASAP. If we ship on the day of delivery and the order is cancelled, we would charge a 10% handling fee along with the total carriage cost; after that, we would have to charge the full quoted price.

THE BENEFITS OF HIRING TWO-WAY RADIOS FROM DCRS:

- ▶ We can offer you a full site survey/product evaluation before your hire commences
- ▶ A free-of-charge OFCOM two-way radio licence (if required)
- ▶ No quibble service exchange policy covering all of your equipment
(If equipment fails during a weekend, we have a team on hand to assist)
- ▶ On-site engineering support throughout each project or event (if required)
- ▶ On-site training and materials for all users
- ▶ Transit cases to return your hire

OPTIONAL ON-SITE SUPPORT

If you would like DCRS to manage your radio system while it is on hire, we can offer a fully qualified engineer to be on site for the duration of your hire to give total support leaving your operations team free to manage their event/site. Our engineering team will install all of your equipment and set up in one, central, accessible location.

We also offer a Radio Allocation System which can monitor all radio and accessory movements throughout your hire, with the additional benefit of recording all radio activity, which can prove to be imperative in insurance claims.



MOTOROLA WAVE PTX

We also offer WAVE PTX on our hire fleet, which can provide you with wide area Nationwide coverage without the need for infrastructure.

WAVE PTX is a powerful nationwide subscription-based group communication service that flawlessly connects your team across different devices (two-way radios, PCs, mobile smartphones and tablets), networks and locations. Other features offered by WAVE PTX include:

MULTIMEDIA MESSAGING

Increase the speed and clarity of your communication via text, photo, video or file attachments.

LOCATION AND MAPPING

Track your team on a map, share your location, find an address or set a meeting place.

NO NEED FOR INFRASTRUCTURE

As it is broadband-based communication, there is no need for any repeaters or additional infrastructure.

This technology allows your team to stay safe, productive and connected, no matter where they are.



“ For over 30 years, we have been hiring out two-way radios, and this has proven to be invaluable for a multitude of market sectors: Event Organisers, Retailers, Construction Sites, Council Teams, TV and Film Crews, Security and Plant Shutdowns, to name but a few, with short and long-term contracts. ”

BODYCAMS

Body-worn cameras are becoming commonplace in many sectors due to the importance of evidence recording and collection.

MOTOROLA SOLUTIONS VB400

With the **Motorola Solutions VB400 body camera**, users can control every situation - no matter how or where they work. Designed for the rigours of the job with full-shift recording, multiple ways to connect and intuitive controls.

KEY FEATURES

- ▶ High-quality video
- ▶ Temperature and weather-resistant
- ▶ Shift-long battery life
- ▶ Ruggedised exterior
- ▶ Secure mounting options
- ▶ Peer-assisted recording
- ▶ Real-time video streaming
- ▶ Pre and post-recording
- ▶ Configurable audio
- ▶ VideoManager

VideoManager

VideoManager is a fully customisable, web-based device, user and video management solution allowing you to prepare, process and share high quality video content from your suite of body-worn cameras.

It has an intuitive interface, supporting your organisation's data protection policy with streamlined workflows and permission-based access.



MOTOROLA VB400



NATIONWIDE PTT (WIDE AREA RADIO COMMUNICATIONS)

Nationwide PTT (Push-to-Talk) digital two-way radio network delivers clear and reliable group communications with almost unlimited range - all from a small, rugged hand portable radio.

WHAT DO NATIONWIDE PTT LONG-DISTANCE WALKIE-TALKIES DO?

You can make half-duplex calls between individuals and groups. Groups can be defined dynamically using the dispatcher. You can track and monitor your assets and people using GPS positioning. Calls can be monitored and recorded for future reference. Dispatch and Command are centralised using a PC with an internet connection.

WHAT FEATURES DOES NATIONWIDE PTT HAVE?

- ▶ Nationwide PTT allows you to communicate securely worldwide.
- ▶ Nationwide PTT long-distance walkie-talkies are on a digital and secure network, and they cannot be scanned or listened to, giving you confidence that your calls cannot be intercepted.

- ▶ Nationwide PTT PC dispatcher software gives you the ability to record calls, create dynamic talk groups, stun/unstun terminals and track users via GPS.
- ▶ Historical GPS data can be replayed on a map to prove a user's previous location.
- ▶ Nationwide PTT terminals available include a display, non-display and fixed mobile.
- ▶ All long-distance Nationwide PTT walkie-talkie devices can take a unique 4network auto-switching SIM card or your own SIM card.
- ▶ A full range of audio and carrying accessories are also available, from earpieces to carry cases.

NATIONAL AND INTERNATIONAL TRACKING

Nationwide PTT hand portable radios are all supported with GPS Dispatching Software, allowing for efficient dispatching of resources.

NATIONWIDE PTT PRODUCTS



EUROPEAN-WIDE AREA RADIO COMMUNICATIONS WAVE PTX FROM MOTOROLA SOLUTIONS

MOTOROLA WAVE PTX NETWORK-INDEPENDENT BROADBAND PUSH-TO-TALK (PTT)

Motorola WAVE PTX – Push-to-talk (PTT) is no longer only for two-way radios. Group communication can now include those who rely on smartphones and broadband devices as well as two-way radios. WAVE PTX is a network independent multimedia communication subscription service that instantly connects your team at the push of a button.

SINGLE APP. MULTIPLE MEDIA. MOTOROLA SOLUTIONS WAVE PTX

Turn your phone into a broadband push-to-talk (PTT) handset with the Motorola WAVE PTX Mobile Application and get instant communication anywhere you have broadband service. Connect your two-way radio system into Motorola WAVE PTX and extend talk groups so that everyone can be part of the conversation, regardless of the device or network they use.

NOTHING IS FASTER THAN PUSH-TO-TALK (PTT)

Get the speed and simplicity advantages of two-way radio communication on your smartphone with the Motorola Solutions WAVE PTX mobile app. This service instantly connects your team and its users. Communicate and collaborate with individuals or groups at the touch of a button; consider using WAVE PTX for instant communication with your team with incredible speed.

LET EVERYONE BE PART OF THE CONVERSATION

Smartphones and two-way radio users can join the same talk groups so the back and front offices are always connected. Keep critical team members connected even when out of radio coverage or off duty.

INCREASE THE CLARITY AND SPEED OF COMMUNICATION

Not everything can be expressed efficiently with voice. Push text, video, images and file attachments and ensure everyone gets the message.

MOTOROLA WAVE PTX KEY FEATURES

- ▶ Group and private push-to-talk (PTT) calls
- ▶ Greater speed and efficiency
- ▶ Connect your team with greater speed
- ▶ Real-time presence
- ▶ Priority talkgroup scan
- ▶ Text messaging
- ▶ Video, photo and file sharing
- ▶ Location mapping and tracking
- ▶ Geofencing
- ▶ Motorola Solutions WAVE PTX app available for mobiles



VoCoVo

Deliver amazing customer service within your business or in-store by improving team communication

Engage with VoCoVo as your technology partner to deliver innovative team communication solutions that improve efficiency, drive sales and transform business operations. We focus on empowering colleagues and enhancing the customer experience through instant voice communications.

The smart yet simple headset communication system is tried and tested by Tier I retail and restaurant giants like Asda, TK Maxx, Wickes, Primark and TGI Fridays.

Connect your teams through voice

- ▶ Giving your team the tools to create a **smoother, safer customer experience**
- ▶ **Plug-and-play** team headset communication
- ▶ Aimed towards **Hospitality, Retail** and **Leisure** markets
- ▶ With VoCoVo, your team can be connected better than ever before **across both indoor and outdoor areas**
- ▶ Innovative team communication solutions that **improve efficiency, drive sales and transform business operations**



SYSTEMS

SCALABLE INTEGRATED VOICE AND DATA COMMUNICATION

Regardless of your organisation's size, DCRS offers a wide range of systems specifically designed for your business. These scalable systems can expand and allow your radio system to grow with you.

By integrating voice and data with digital technology, you increase capacity, receive exceptional voice quality and enhance features that can reach city-wide and around the globe.

SINGLE SITE CONVENTIONAL	IP SITE CONNECT	CAPACITY PLUS	CAPACITY MAX
SINGLE SITE	SINGLE AND MULTIPLE SITES		
1 SITE	1-15 SITES	1-15 SITES	1-250 SITES
UP TO 200 USERS / SITE	UP TO 1600 USERS / SITE	UP TO 3000 USERS / SITE	

UNIFY ANY SITE SYSTEM

CONNECT ANY DEVICE

SINGLE SITE CONVENTIONAL (SINGLE SITE)

A conventional system that gives better coverage. This system can operate with direct radio-to-radio, or radios can communicate via a repeater.

CAPACITY PLUS (SINGLE AND MULTI-SITE)

Expand the capacity and extend coverage with this single or multi-site digital trunking system. Connect up to 15 sites, up to 8 voice and data repeaters, plus up to 12 dedicated data repeaters to keep employees at many locations affordably connected.

IP SITE CONNECT (SINGLE AND MULTI-SITE)

Use your IP network to extend the voice and data capabilities of your radio system by linking repeaters together at multiple locations.

CAPACITY MAX (SINGLE AND MULTI-SITE)

The next generation of trunking that gives you a scalable, centralised communications solution (ETSI DMR Tier III compliant mode).

SERVICE AND MAINTENANCE

We are committed to delivering outstanding levels of customer service to support you throughout your products lifecycle. Based at our Headquarters in Cambridgeshire, our well-equipped, modern service centre homes our in-house repair and installation department, run by manufacturer-trained and certified engineers.

Our processes conform with our rigorous quality standards accredited to ISO9001: 2015 and environmental management policies.

Our nationwide coverage ensures no matter where you are in the country, we can be on hand to assist you, and if an emergency arises, we have 24/7 emergency cover.

SERVICING OPTIONS

We offer a reactive repair/service for a quick and efficient turnaround. Utilising only original manufacturer parts, equipment is repaired/serviced by manufacturer-trained technicians. We offer a complete client reporting system to ensure 100% traceability and reportable history.

SERVICE FROM THE START

A multi-year programme that offers you a choice of packages to protect your radio.

MAINTENANCE CONTRACTS

With bespoke benefits and system-specific plans and costs to ensure your radios and system are always performing 100%. You can include but are not limited to annual inspections, guaranteed on-site response times, fast-track service, unlimited repairs, guaranteed parts availability and free collection and delivery service.

PROGRAMMING SERVICES

We can adjust software and features and re-programme your units remotely, on-site, or via our service centre, ensuring your equipment always complies with the specifications.

RF COVERAGE MAPPING

Pre-installation and problem-finding coverage tests are carried out to ensure your system is installed correctly the first time and increase efficiency and coverage footprint.

SITE INTEGRATION SERVICE

We can offer many platforms to incorporate your two-way radio system into your existing on-site processes, such as alarms, BMS, doors/gates, and telephones. See more information on our applications page.

IP NETWORKING

On-site or remote technical support service maximises your system's uptime. It validates and optimises your IP network and site connectivity of your radio system during integration.

SAFETY & SECURITY ECOSYSTEM

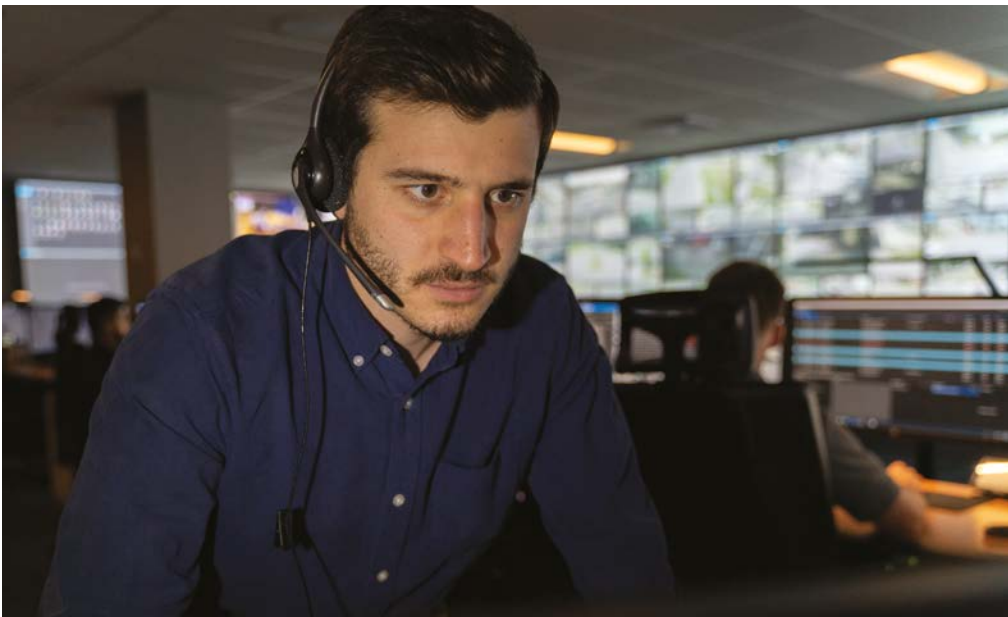
Solving for safer everywhere - building technologies in a never-ending pursuit to strengthen safety everywhere - helping to protect people, property and places, and enabling collaboration for a proactive approach to safety and security.

CREATING TECHNOLOGY FOR A SAFER WORLD



We believe the technologies that make us safer can also make us better at everything we do. Motorola Solutions have made that vision real by creating the first ecosystem to unify the technologies that keep us safe on one single platform - voice, video, data, and analytics. Creating solutions that address the industry challenges of today with an eye toward the future.

These technologies can be used in schools, hospitals, airports, stadiums, utilities and manufacturing facilities and hospitality venues to keep everyone safe and connected.



CONSULTANCY

NOTHING IS IMPOSSIBLE



To get the most from a radio system, you need support from a company that knows its equipment inside out.

As a trusted consultant to our clients, we are continually designing and developing new ways to transform radio communication systems that will take it from just a two-way radio to a multi-disciplined tool. Working with various budgets, we can offer an adaptable solution to achieve maximum effectiveness.

SOLUTION DEVELOPMENT



Taking into consideration all geographical requirements [building densities and terrain] and after preliminary consistency checks are carried out, we will

undergo a process to build you a bespoke tailor-made solution to work alongside new or existing on-site systems, or as a standalone platform.

TECHNOLOGY CONSULTING



DCRS can offer responsive and intuitive radio communication solutions to give you or your client options.

Our experienced team will get to know you, your business and the expected inputs and outputs of the system. We will do the work for you by understanding your business model so we can ensure you will implement a radio system that will suit the business now and well into the future.

INTEGRATION AND MIGRATION



A Project Plan will be drawn up to implement the new system or migrate an existing solution. The plan will identify tasks, resources, responsibilities and

timings for installing, commissioning and training the new radio system to ensure you are 100% satisfied.

RADIO LICENCE MANAGEMENT



DCRS can become your agent for your OFCOM Radio Licence, liaising directly with OFCOM on your behalf and managing any future modifications to your radio

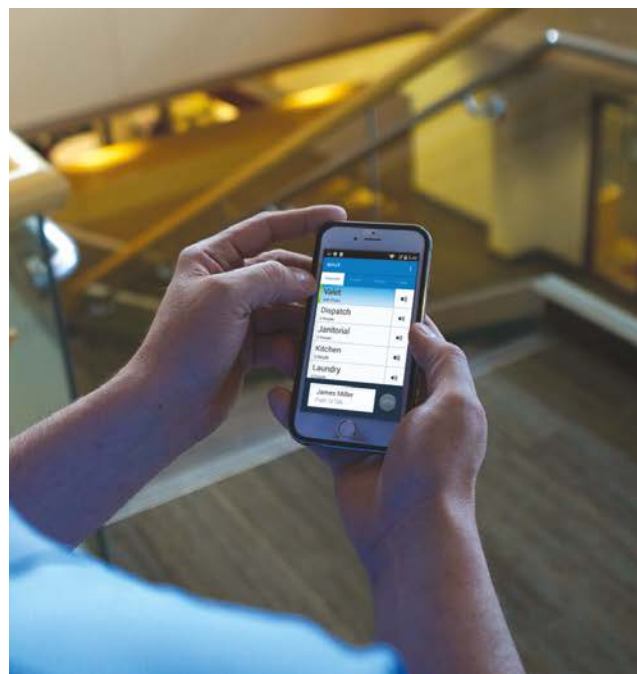
licences, such as structures, annual renewals, document management and amendments, and database management in accordance with statutory regulations.



REMASTER YOUR WORKFORCE WITH THE RIGHT APP

Our portfolio offers custom applications that can truly meet your business needs. Business-specific applications like these increase the level of efficiency, safety, and productivity throughout your entire enterprise. Whether you need GPS, dispatch, or work order tickets, our applications can help support your business.

Contact us to arrange an on-site demonstration, or discuss a personalised requirement.



BENEFITS OF CROSS SYSTEM INTEGRATION:

- ▶ Be alerted at the touch of a button and on the move; no need for multiple devices
- ▶ Reduce costs by eliminating the need for mobile phones and costly monthly bills
- ▶ Monitor multi-systems from one unit - link analogue, digital and frequency bands to be as one
- ▶ Report real-time activity logs, record all calls and assistance with health and safety mitigation
- ▶ Protect your workforce with features such as: lone worker, man down and emergency button
- ▶ Track and record workforce movement internally and externally and report
- ▶ Link multi-sites together over IP to expand your radio coverage footprint
- ▶ Multi-user groups through one system - save on multiple radio licensing costs



ALARM MANAGEMENT

Be alerted and respond rapidly with tracking applications that monitor and remotely operate BSM, alarms, doors, gates, disabled alarms, lifts and more.



WORK ORDER MANAGEMENT

Efficiently manage and monitor radios, ISO and Android devices by issuing jobs directly through work schedules and action filters. Cut out paperwork and increase efficiency and staff productivity.



TELEPHONE INTERCONNECT

This product allows digital radios to communicate with phones while accessing familiar telephony features. Patch private calls, group calls and all calls.



TEXT MESSAGING AND EMAIL

Remove the need for multiple devices, sharing information quickly. Send messages or directions that don't need an immediate response or when voice calls disrupt employees in the field or on the road.



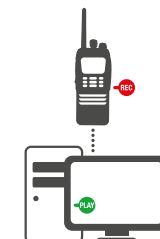
RADIO DISPATCH

Monitor large amounts of radio traffic from a centralised point. Notifications can be received to show radio activity, record audio and plot user movements.



LONE WORKER

A lone worker system increases lone work safety and gives users a means of raising the alarm within an organisation, allowing them to follow set health and safety policies. Features such as man down and lone worker can be programmed to work both indoors and outdoors.



VOICE RECORDING

Allows network administrators to record, log, and playback any calls on two-way radio networks for both radio-to-radio and phone-to-radio conversations.



WORLDWIDE PTT

Push-to-Talk (PTT) service that connects phones, computers and radios worldwide.



LOCATION TRACKING

Manage staff and ensure every location is covered. Checkpoints can be situated indoors and outdoors, tracking assets and people over broad areas and using beacons to track indoors.

SHOPWATCH/PUBWATCH SOLUTIONS DESIGN, MANAGEMENT AND SUPPORT

Deter Criminal Activity | Create Safer Environments | Teams Collaborate

Our high streets have been under enormous pressure for some time now, and every retailer, publican and public service employee needs to communicate with each other 24/7 - 364 days a year.

By offering a two-way radio system in your town, city or further afield, you can fight against fast-moving, professional thieves working in coordinated teams, anti-social behaviour or even terror threats.

“ Taking the business community into consideration, we know that every user has a different requirement and budget. Therefore, DCRS can offer various manufacturers products to ensure you receive value for money, which, in turn, allows users to join your Shopwatch/Townlink System.

”



FEATURES INCLUDE

- ▶ Next Working Day Replacements
- ▶ Free Security Features - Lone Worker, Stun/Unstun, etc.
- ▶ Text Messaging and Job Allocation
- ▶ Integration into other Systems, such as CCTV
- ▶ Real-Time Tracking
- ▶ Full Range of Audio Accessories
- ▶ Quick Reference User Guides
- ▶ System Upgrades
- ▶ Wide Area Nationwide Coverage with WAVE PTX and POC Products

WHAT WE OFFER

- ▶ Give you a Regular Revenue Stream
- ▶ Offer On-site Training and Materials for all Users
- ▶ Manage your OFCOM Radio Licence
- ▶ Give Face-to-Face Support
- ▶ Attend Promotional Events
- ▶ Hold Regular Review Meetings with your Management Team
- ▶ Offer a full SLA to support your Infrastructure
- ▶ 24/7/364 Support Service



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