



## Bringing your team closer together.

Communication devices, software and services to keep your team connected, safe and efficient regardless of their location.

## Your communications partner.

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Radiocomms Systems Ltd | Portfolio & Services Guide



## Your communications partner.

Radiocom's is committed to pushing technological boundaries. Since 1973, our goal has been to boost productivity, and support health and safety through the delivery of future-proof, business-critical communication solutions to both the public and private sectors.

Our business portfolio comprises a selected range of devices designed to meet your core business requirements. We offer both Commercial Off-The-Shelf (COTS) and bespoke voice, data, and video solutions utilising the latest digital technology.

Through our range of services, we ensure optimal performance and reliability of your technologies, providing comprehensive training, direct after-sales service, and 24/7 technical support.



### What we do

At Radiocom's, we assist organisations in solving communication challenges, whether short-term or long-term, for clients ranging from primary schools to the MOD.



### How we do it

Maximising its resources, services, and varied technologies, Radiocom's uses its experience to meet your objectives and establish a stable communication platform. [Explore our clients >](#)



### Our services

Radiocom's excels in delivering voice, video and data systems and turnkey solutions through our core services: hire, sales, managed services, and maintenance. Our team can help shape the way your employees connect and communicate.



### You are in safe hands

As a respected partner in the voice & data radio communications industry, we hold BSI accreditations and industry certifications, demonstrating our dedication to exceptional customer support and service.



## Contents.

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- Duplex communications
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### Voice and video communications

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- Coverage boosters

### Services

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- Project Management
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- Maintenance and support
- Service and repair
- Managed services
- Training



## Addressing today's challenges, future-proofing for tomorrow.

In today's fast-paced business environment, balancing multiple devices and networks can be a significant challenge. Locating personnel quickly for tasks or unexpected incidents becomes a demanding task, compromising productivity and, in worst-case scenarios, safety challenges. Moreover, with too many devices, information bottlenecks can occur, delaying critical decision-making.

The right communication system can offer many benefits by enabling a seamless and secure flow of information across your organisation, connecting your employees and their varying locations - getting the right information, into the right hands, at the right time.

**Let's start a conversation.**

## Choosing the right technology for your organisation.



### Scale and structure

Does your organisation work across single or multiple locations?

Is your work indoors, outdoors or a mix of both?

Are there any hazardous zones or explosive environments?

### Work environment

Do employees work in an industrial setting, public safety environment, or a customer-facing role?

### Safety considerations

Do employees work independently?

Is there a need to monitor people or vehicles?

### Functional requirements

Is voice communication sufficient, or do you also require alarm management, GPS tracking or video capabilities?

## Two way radio.

Two way radios are one of the most widely utilised technologies for businesses and organisations to share information safely and efficiently. From one site to multiple sites they have the ability to adapt to your requirements.

Each radio manufacturer provides advanced built-in encryption\*, ensuring complete privacy to safeguard your employees conversations.

## What are your options?



### PMR446 two way radio

Working on a shared European frequency band, PMR446 walkie talkies are ideal for small-sites, low level same-building and line of sight business settings. Set up brings immediate connectivity out of the box and a simplistic way to conduct group communications.



### Digital mobile radio (DMR) system

The next level of two-way radio is a DMR. Working in conventional or trunked mode, DMR radio systems are suited to organisations who have a need for high-power communications on one, or multiple sites. Your equipment will be provided with an OFCOM licence to ensure 100% call privacy.

Encrypted and reliable DMR devices offer advanced voice features and integrated data services such as lone worker, GPS tracking and text messaging.

DMR technologies are available in various forms, including two-way radios, fixed mobile units for offices and vehicles, and repeater base stations designed to enhance coverage and eliminate dead spots.



### TETRA radio system

TETRA two-way radio systems are built for specialist requirements, providing resilient and secure communications, making it an essential tool for a public safety environment and emergency response teams.

When compared with DMR, TETRA offers advantages such as higher capacity to support a larger number of users and broader geographic coverage. It is also specifically engineered for faster call setup times, which is essential during emergency situations.

## Duplex communications.

Full duplex communication systems eliminate the traditional 'turn-taking' model used in half-duplex systems, like two-way radios, where one person must wait for the other to finish speaking before responding.

The continuous bidirectional flow of information allows for real-time conversations. Duplex radio communication enable entirely hands-free operation, making them particularly advantageous in scenarios from restaurants and retail to where rapid response is critical, such as emergency services, military operations, and engineering.



### → No licensing requirements

Operate freely across Europe without worrying about compliance.

### → Range of accessories

Comfortable headsets, cases and chargers tailored for individual requirements, ensuring all-day comfort and robustness.

### → Multiple user groups

Create multiple groups, including a Master Group, ensuring efficient and safe coordination every time.

### → Drop-In multi-device charger / programming platform

Easily charge and program multiple devices simultaneously.

### → Intelligent audio

Through the Voice Activity Detector (VAD) the microphone path only opens when a human voice is detected.



Feedback has been overwhelmingly positive. The clarity and reliability of the devices means that users can focus entirely on the task at hand without worrying about communication lapses.

*Mark Scoales, Head of Digital Services, GMCA*



## Wireless headsets.

Using DECT technology (Digital Enhanced Cordless Telecommunication) lightweight, robust headsets allow customer-facing teams to stay completely connected with each other and engaged with their customers. Perfect for teams who need to have crystal-clear, full-duplex voice conversations on-the-go.

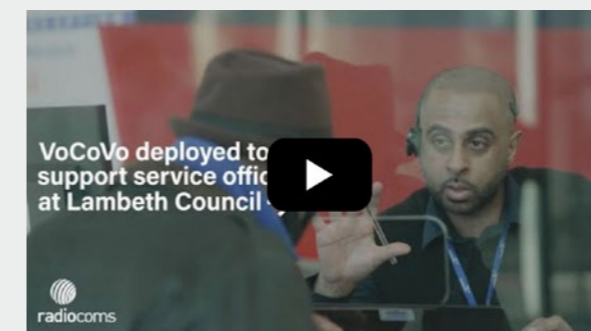
### Key Benefits

- Lightweight, robust, push to talk (PTT), wireless headsets
- Headset voice prompts
- Full duplex speech
- No interference from machinery or other devices
- Up to 29 headsets
- Up to 3 Repeaters
- Up to 48 hours headset use from a single charge
- Under 3 hours to full charge
- Talk lock (3 minutes) and mute headset features

### → Boost your coverage areas

with a base unit to allow your employees to connected over wider areas.

### Find out why Lambeth Council selected this technology.



## Satellite communications.

Satellite phones and satellite two-way radios are an essential fail proof technology enabling reliable connections across long distances. This is particularly crucial in areas where traditional communication networks are either unreliable or completely unavailable during emergencies, natural disasters, and remote operations.

### Security and data protection

With full end-to-end encryption, further guaranteeing the protection of your data, you not only prevent unauthorised access but also mitigate risks associated with data breaches and cyber-attacks. This is especially significant in sectors where data security is paramount, for example, military and defence, fire and rescue, financial services, healthcare and nuclear.

#### → Quick network registration

Satellite devices offer fast network registration, typically in under 45 seconds. This rapid connectivity ensures that you are ready to communicate almost instantly, an essential feature in an emergency or time-sensitive situations.

#### → Battery life

These devices boast unparalleled battery life, with up to 8 hours of talk time and up to 160 hours of standby time\*. This allows for hours of usage without frequent recharging, which is vital during long missions or emergencies.

#### → SMS and email capabilities

Beyond voice communication, these devices are SMS and email enabled, allowing you to stay in touch and share important information or updates with others.

#### → Military-grade durability

Designed to withstand extreme conditions, these devices meet the toughest military-grade standards. They boast high ingress protection (IP) ratings, making them resistant to dust and water, ensuring reliable performance in challenging environments.

## Broadband Push to Talk (BBPTT).

Broadband push-to-talk is sometimes also referred to as push-to-talk over cellular (PTToC or PoC) or push-to-talk over LTE (PTToLTE).

BBPTT supports the transmission of voice, images, video, and location data, making it a versatile tool for modern businesses. Devices vary from smartphones to rugged smart radios, allowing seamless communication across your workforce and chosen technology.

A key benefit of BBPTT is its scalability and cost-efficiency. Traditional systems require significant investments in infrastructure, whereas BBPTT needs minimal setup, reducing overall costs. This makes it a compelling choice for small businesses and large organisations alike, aiming to enhance their communication frameworks without high expenditure.

### Device management

Have complete control over how and when updates are pushed out and manage your devices effortlessly via the mobile device management web portal. Update a single device or fleet settings over-the-air via broadband.

With ISO 27001 accredited data centres hosting our servers in the UK, you can be assured that your BBPTT / Push to Talk PoC solution will have full resiliency.

### Connect with DMR

BBPTT has the capability to connect to your DMR radio network, extending its reach and eliminating the barriers between different radio and broadband networks. As a result, all employees can communicate together, regardless of the two-way radio or broadband device they are using.



#### MOBILE APP

**Enables employees to use their smartphones and tablets as Push-To-Talk (PTT) radios, allowing them to communicate securely with colleagues over an existing network from any location.**



#### WEB APP

**Converts any internet-connected computer into a secure, multi-channel workstation, enabling users to monitor, receive, and transmit PTT communications.**



**WAVE is a tremendously powerful unified communications platform with a suite of applications that makes it possible for teams of people, whether mobile or in their offices, to effectively communicate and collaborate.**

*Lee Weatherley, Voice/Video Solutions Manager, British Airways.*



## LTE.

LTE offers higher data transfer rates, lower latency, and better spectrum efficiency, ensuring faster access and smoother communication.

Whether it's high-priority broadband data, streaming real-time video, urgent dispatch updates, or interoperable push-to-talk communication, the expanding range of LTE infrastructure, devices, and services enables you to leverage advanced mobile broadband technology.

### Benefits include:

- Enhanced coverage and connectivity improves communications even in remote areas.
- Robust security features protect sensitive data and communications, providing peace of mind.
- Full integration with existing network back office services ensures a seamless user experience.
- Easy device management and updates through an online portal.



## Body worn video (BWV).

BWV cameras, or body-worn cameras, are used by frontline personnel in the private and public sector to record their interactions with others whether that be public, colleagues or carrying out their job role.. They are typically used in situations where there is a potential for violence or conflict, such as during fireground call out, responding to an action taken by a shoplifter, or dealing with an altercation on a university campus.



### Enhancing safety and accountability

- Body worn videos are important as they provide a reliable record of interactions between frontline workers and the public.
- They can help protect both employees and members of the public by providing an objective account of what happened in any given situation.
- Wearing a camera can also provide protection from false accusations, help to improve public safety, and can be used to build community trust and confidence.
- BWV can build confidence by enabling self-assessments in real-time, help investigators review reactions in a situation, provide valuable insight for risk assessment in high-risk situations, and offer better training for employees by providing material for a collaborative training module with pre-defined outcomes.

### Create a connection with your two-way radio system

BWV cameras are activated when the user believes it is necessary to record an interaction, but did you know you can now link it to a **DMR** or **TETRA** hand portable two-way radio system to trigger automatic recording. *Talk to us about creating this connection.*



## Software applications.

### Connect. Protect. Comply.

Go beyond a traditional communications system by connecting technologies and processes to work as one.

By integrating software solutions that cater to specific operational needs – such as alarm management tools, instant messaging platforms, and safety compliance applications – you can empower your workforce to respond swiftly to challenges and make informed decisions with confidence.



#### Alarm handling

Connect your devices to your alarm handling software where you can monitor and control emergency and non-emergency situations anytime, anywhere, 24/7 in real time.



#### Personnel safety

Monitor in real time for accuracy with GPS and GLONASS capabilities, giving you complete visibility of your employees and vehicles as they arrive and depart from each location.

Link with a lone worker or man down function to support health and safety protocols and aid responses to employee alerts.



#### Voice recording

Turn your information into insight and analyse your recordings for enhanced audit trails, minimising legal liabilities and improving training material to refine employee training and customer service.



#### Telephone interconnect

Cut operational costs by integrating telephone interconnect into your telephony systems (GSM, VOIP/PSTN). Users can call landlines or mobile phones directly. The radio software also includes call history, caller ID, and a contact address book.



#### Task management

An eco-friendly, integrated allocation software which allows dispatchers to create, assign and track job tickets. Enhance productivity further by connecting your network with text messaging and email.\*



#### Push to video

In day to day operations, video capability can save valuable time and provide access to specialists who are able to see what you're seeing and advise how to proceed, potentially saving expensive call outs. In emergency situations, full-duplex video with audio can help prevent a potentially dangerous situation from escalating, minimising danger to those involved.



**Packed with extra features, like the Lone Worker app and emergency button on our radios my teams can work more safely and efficiently.**

*Richard Figgins, Security manager, Wellcome Genome Campus.*



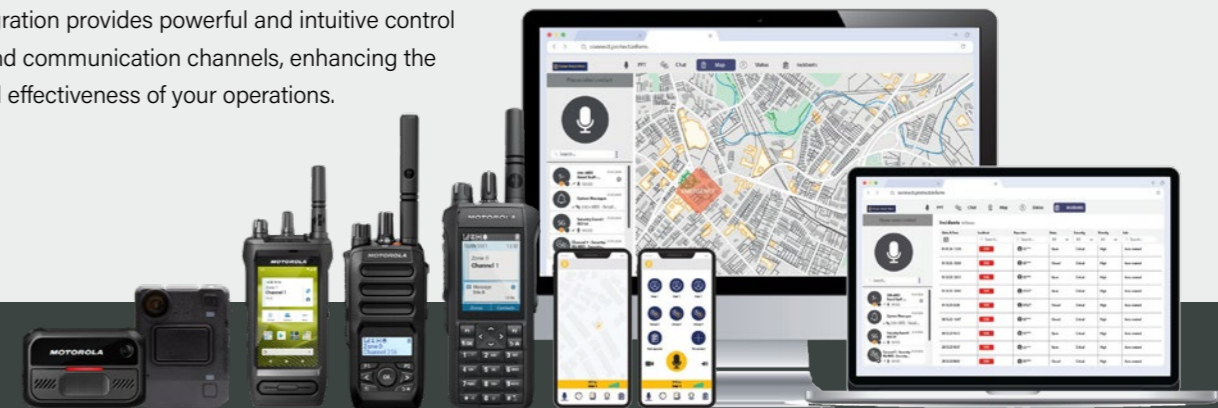
## Command and control centre for simplified workflows.

Command and control software offers streamline communication workflows within dispatch rooms/centres. Built for flexibility and scalability, they allow operators to manage multiple communications simultaneously, giving them the ability to choose how and when to engage.

Essential features include event logging, GPS tracking, job ticketing, texting, and voice dispatch, with optional advanced functionalities such as alarm monitoring, voice recording, telephone interconnect, a mobile app, and remote access via a web client. This integration provides powerful and intuitive control over multiple sites and communication channels, enhancing the overall efficiency and effectiveness of your operations.

With streamlined workflows in place, operators can quickly control situations, set up mobile command posts or expand staff on the system as required, without the need for additional IT resources.

*This software has the ability to integrate with various communication channels including body-worn cameras, BBPTT technology, CCTV, DMR networks, PA systems and smartphones.*



#### Call management system

Supports operators in responding to incoming emergency calls, overseeing call queues and priorities.

Operators have the ability to select and oversee talkgroups, check device statuses, and communicate with responders through talkgroups, direct calls, and text messages.



#### High-quality audio

A fully digital audio pathway ensures exceptional clarity and quality for efficient communication. Compatible with Commercial Off-The-Shelf (COTS) audio accessories.



#### Automatic call/video recording

All incoming calls/video are automatically recorded for a defined period of time i.e. 30, 60, 90 days. After this period all data can be downloaded and stored, enhancing reporting and accountability.



#### Managed contacts directory

A comprehensive contact directory offers detailed user information, while quick action options allow operators to initiate calls swiftly.

## Enhancing your communication devices with accessories.

Considering the specific responsibilities associated with each job role in your business - Do your employees require hands-free operation? Are extended shifts a common occurrence? Is high workplace noise a pressing issue?

Accessories can significantly enhance the performance of your chosen devices. By pairing devices with the right accessories, you can create a more complete and customised solution that meets the needs of your team.



### Audio accessories



Clear communication is essential for prompt action.

Earpieces that fit in or over the ear enable users to hear messages privately and avoid disturbing others.

Lightweight headsets, which offer a secure fit with an ear-muff speaker and flexible microphone boom, work well for everyday use, offering options of a connection to two-way radio or work alone solutions.

### Specialised headsets



In high noise environments, effective communication is not just a convenience – it's a necessity. Traditional headsets often fall short in these conditions, where clarity and situational awareness can mean the difference between success and failure, or even safety and risk.

Our range of tactical, wireless, and ATEX compatible headsets, offer advanced listening capabilities to ensure reliable and clear communication in the most demanding auditory landscapes.

### Wireless accessories



Bluetooth earpieces and headsets allow employees to enjoy the freedom and convenience of a cable-free experience.

Whether scaling a wind turbine, patrolling a property, or performing other duties, going wireless enhances mobility and ensures clearer communication, helping to maintain focus and efficiency.

### Remote speaker mics



For workers operating machinery, carrying equipment, or climbing ladders, hands-free communication is essential.

Remote speaker microphones (RSMs) enable users to make and receive calls without removing their radios using a PTT button. They can be clipped to collars or lapels, ensuring easy access and clear audio.

There are varying options of speaker mics to cater to different needs and tough conditions like high wind, crowd noise, and industrial machinery.

### Carry and clip



Carry cases and clips ensure quick access, drop protection, and comfort for the user.

Straps, attach to the wrist or hang from the shoulder, preventing drops and enabling quick removal, adding a carry cases provides added protection from bumps and drops.

Clips attach devices to clothing, usually on belts, or clothing (BWV) allowing secure and quick access, while belt loops secure carry cases to belts.

Chest packs offer storage for devices and other items with additional pockets and attachment points, with emergency break-away straps.

### Batteries and chargers



Many factors affect the choice of charging and battery solution. Consider whether your devices will be used indoors or outdoors, and whether the surrounding environment will be heated, ambient, or refrigerated. It's also essential to think about your employees' usage patterns: Do they frequently make calls, send GPS updates, or connect to multiple Bluetooth® devices? Do they often work extended shifts?

The reliability of your devices depends heavily on the quality of their batteries. We offer an extensive range of battery sizes, capacities, and charger types to provide the power you need, ensuring your team is never disconnected.

## Coverage boosters: Maximising connectivity.

There are various solutions that can help build a strong, reliable wireless connection across problematic buildings and outdoor environments.

Through our consultation services Radiocom Systems can advise on which solution would work best for your current coverage issues.

Discover how each technology operates to enhance communication, increase safety, and improve connectivity across your technologies such as GSM, paging, two-way radio, TV and radio, and WiFi.



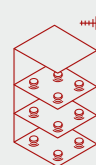
### RF Over Fibre (RFoF)

Modern buildings designed for thermal efficiency often shield internal areas from external signals, making external base stations ineffective. With various power levels available, RFoF addresses this by converting RF signals into light and transmitting them through optical fibres, ensuring reliable wireless communication within buildings.



### Mobile Broadband Kit (MBK)

MBK uses advanced 5G/4G LTE modems for portable, global connectivity. Supporting auto-carrier selection and key bands like CBRS Band 48 and FirstNet™ Band 14, it ensures robust mobile broadband access, enabling employees to maintain voice, data and video communications with each other, and command and control centres.



### Distributed Antenna Systems (DAS)

DAS enhances wireless coverage in challenging locations such as prisons, high-rise structures, tunnels, and stadiums. By linking a base station to a set of smaller antennas, DAS amplifies and distributes the signal, ensuring 100% coverage.



### Halo smart sensor

The HALO smart sensor and cloud app are an all-in-one intelligent system designed to detect and alert you, ensuring the safety of your buildings and people by accurately monitoring air quality, motion, vaping, sound and other events. This enables you to detect anomalies that traditional CCTV may miss.



### Wi-Fi signal enhancers

In today's modern workplace reliable cellular coverage in buildings is as essential as electricity. Weak or no signal disrupts operations and access to services. Wi-Fi enhancers create a strong cellular signal to enhance connectivity.

## Consultancy.

We are here to help you navigate how your organisation integrates digital technology into your operations, giving you the building blocks to drive forward with your digital transformation plans and build a future-proof communications strategy.

Working with you to understand your organisation's goals, Radiocom Systems tailors our level of consultancy support to your business requirements, with no hidden costs or compromise on technical advice and support. The technologies and services we offer are as diverse as our client portfolio, from on-site school radio systems, global-wide communications for airline operators to underground communications for a transportation company.

So whether you are looking to implement a new project, looking to improve on an existing system, or simply require a second opinion, speak to one of our experts who will cut through the complicated jargon to help you build your business case for change, achieve organisational KPIs, and create new ways for your team to connect and collaborate.



## A methodical approach.

It is essential that the right communications platform is recommended to support the required outcome of the project. Once we have a firm understanding of your requirements in place, we will outline a strategy to align with your commercial and technical guidelines whilst managing risk, costs, quality and project timescales. This will all be managed by our PRINCE2 Certified project management team.



### One.

Assessment and consultation



### Two.

Vision and strategy



### Three.

Design and roadmap



### Four.

Testing and deployment



### Five.

Management and on-going support

## Specialist project delivery.

At Radiocom's, we understand that project management can be challenging - navigating through competing priorities, shifting deadlines, and escalating costs can be daunting. That's where we come in, from feasibility through to delivery, final support and everything in between.

Whether you're a SME to large enterprise looking for a dedicated partner to manage the entire project from start to finish, or a Facilities Manager needing specialised support or extra manpower to collaborate with your internal teams, we offer tailored packages to meet your specific needs.

### How we project manage

Our structured approach ensures the smooth delivery regardless of the project size. We leverage our robust internal systems to manage and verify all aspects of the project - from risks and progress, to ongoing costs and quality of work.

Upon acceptance of your proposal, Radiocom's will assign a dedicated Project Manager to serve as the central point of contact for all stakeholders involved. Here's how our comprehensive project management approach ensures your success:

- **Dedicated project manager:** acts as the single point of contact, handling all ownership, responsibilities, and escalations.
- **Specialist support team:** all of our staff have accredited technical knowledge, and our tough recruitment criteria ensures we employ only the very best. Our skilled team also adhere to industry-standard practices such as Prince2 Methodology.
- **Simple setup:** ensures everything is organised and events happen in sequence, with checks and controls at each step of the project.



“The survey is a perfect example of the positive, proactive collaboration we have enjoyed with Radiocom's. They didn't just answer our specification queries - they came back with detailed considerations. It was really comprehensive. They went the extra mile - figuratively and literally - to ensure the new system would deliver the coverage and capacity we needed.

*Paul Sinnock, Deputy Director Information Services, University of Kent.*



## Engineering, deployment and installation.

We understand that a successful deployment and installation is critical for your operations, and that is why our nationwide team of engineers are trained to the highest standards and undergo rigorous security vetting, including government-level Security Clearance, ensuring your peace of mind.

We believe that a robust process and quality policy is key to delivering outstanding results. Our established quality management system is bolstered by functional operating procedures, allowing us to meet recognised accreditations such as [ISO 9001 Quality Management](#) and [ISO 27001 Information Security Management](#). Our quality initiatives drive our operations toward a culture of continuous improvement, ensuring that we consistently meet—and exceed—your expectations.

For large-scale installation and migration projects, we offer comprehensive on-site client engineering services. Following an internal project handover, our team will engage closely with

all key stakeholders throughout the implementation process. Our commitment is to ensure a seamless deployment and service transition, adhering strictly to the agreed timescales.

Our engagement doesn't end at the go-live date. Our engineers will remain available for an agreed period post-deployment, providing the necessary support until the service is fully handed over to our Customer Support Team. This commitment underscores our focus on delivering not just a solution, but a partnership.



## Maintenance and support.

Radiocom's flexible support options are accessible to you in a number of ways from ad hoc repairs and essential support services to priority remote connection, complete on-site infrastructure support, preventative maintenance, monitoring trends and regular performance reviews.

### Maintenance framework

#### Reducing the risk of unplanned downtime

Our maintenance frameworks are tailored to support and optimise the life cycle of your devices, infrastructure and software.

#### Scope of support

With a dedicated customer services team you will be supported 24/7/365. Our service desk will record your information, provide a unique reference number for the issue and pass your call through to a highly trained team member. Our customer service desk will take responsibility for co-ordinating all your fault reports, remote diagnostics, support escalations and resolutions.

Working as an extension of your team, wherever possible, our engineer will diagnose and fix your problem remotely troubleshooting the fault and eliminating the need for timely

delays. If we cannot find a swift resolution, we have a network of engineers strategically located throughout the UK who will be dispatched to your location in accordance with your service contract.

#### You are in safe hands

Our engineers and project managers receive full manufacturer technical training and industry regulated training. They are regularly assessed to ensure that standards of service meet Radiocom's strict [ISO 9001:2015](#) quality and [EC S1362/1331 installation](#) standards.

“

**The support and service that Radiocom's has offered have been exceptional; their team is knowledgeable and proactive, which means that we can relax and get on with our job of delivering essential services to the island, knowing our MOTOTRBO system is in very safe hands.**

*[David Osborn, Control Systems Engineer, Manx Utilities.](#)*

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## Service and repair.

### Ad hoc repair services

To ensure your devices are performing at their best, it is imperative that servicing and repairs are carried out on a regular basis by qualified and experienced personnel.

Our bench engineers are manufacturer trained and approved to repair equipment down to component level. Our team thoroughly evaluate all equipment, using only official manufacturer spare parts for repairs before swiftly returning your devices to you.

Arranging an ad hoc repair couldn't be easier through our [online service](#).

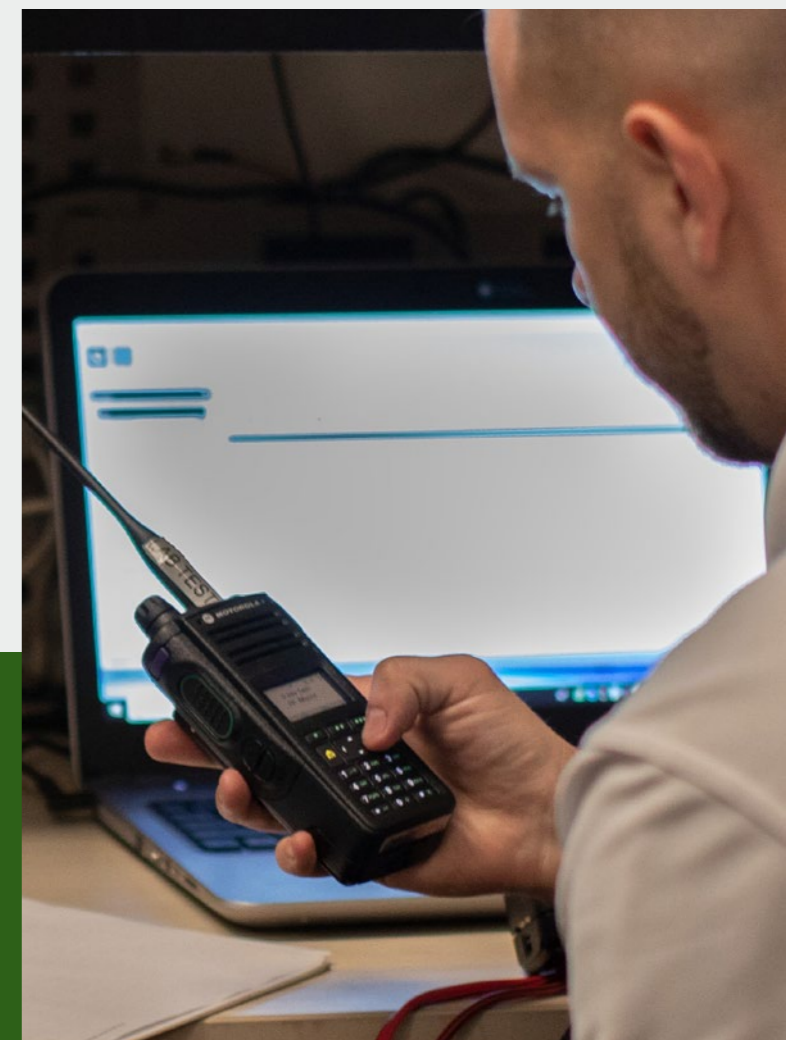
### Peace of mind with a complete care scheme.

Radiocom's complete care scheme offers customers a range of cover options.

All devices and infrastructure come with a two-year standard warranty; this includes software updates. To ensure your technology consistently operates at its peak performance, optional packages are available. These packages offer extended and enhanced protection to also cover:

- ✓ Accidental damage
- ✓ 5-years of software upgrades
- ✓ 5-year hardware repair
- ✓ 5-years telephone support (8/5)
- ✓ 5-years remote technical support for critical faults (24 x 7)\*
- ✓ 3-day hardware repair turnaround (inc normal wear and tear)
- ✓ Next-day hardware repair turnaround (inc. normal wear and tear and accidental damage)
- ✓ Network monitoring\*
- ✓ Optional on-site technical support\*

\*Infrastructure and system software



## Managed services.

We understand that seamless communication and robust data protection are paramount to the success of any business. Our managed services are designed to elevate your internal resources, increase security, ensure compliance, and provide peace of mind, allowing you to fully focus on your core business operations.

By outsourcing support, maintenance, consultancy, and third-party management to us, you gain the peace of mind that your technology is in safe hands.

### → Scalable

Custom-built services that grow with your needs.

### → Compliance

Adherence to stringent security standards and improved industry compliance through regular technical reviews.

### → Fleet management

Management of devices, fleet map, software updates, firmware, and battery maintenance.

### → Proactive monitoring

Real-time system monitoring and visibility of critical infrastructure, devices, and alerts.

### → Tailored support

Preventive Maintenance Inspection visits to ensure optimal performance, with bespoke packages designed around your requirements.

### → Business continuity

Comprehensive business continuity and disaster recovery services to ensure system resilience.

### → Quick resolution

Guaranteed SLA strategy for contractual compliance and system management.

### → Inhouse maintenance team

24/7/365 availability for maintenance and support.

### → Account management

Dedicated account management and flexible payment terms.

### → OEM escalation

Fully maintained and supported services, with direct escalation to Original Equipment Manufacturers (OEMs) when necessary.



## Training.

Our training programs blend theoretical knowledge with hands-on practice, ensuring our technologies integrate seamlessly into your business and existing workflows. This approach helps you to maximise your investment with resources tailored to your individual learning styles.

### How we train

Radiocom's project lead will agree a Training Needs Analysis (TNA) with your project team to establish the key objectives and contents of your training session(s).



### Styles of training

#### → Instructor-led technical training

Benefit from instructor-led sessions with experienced trainers, featuring a tailored approach, hands-on practice, and immediate feedback.

#### → Operator training

Optimise technology use with train-the-trainer designed to support end users.

#### → E-learning courses

Engage with our training app and videos available anytime.

#### → User guides

Access personalised documentation that provides detailed procedural instructions for operating and maintaining your selected technologies.



Let's work together.

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