



Station End solutions that mobilise fire stations, alert retained firefighters to respond to an incident and page RNLI lifeboat crews to mobilise for a launch

From the second a 999 call is made to a Fire and Rescue Service, the technology infrastructure becomes critical in alerting crews and enabling efficient, effective response. We are the partner of choice for over 20 fire and rescue services across the UK and Ireland, providing and supporting their Station End solutions – a vital resource mobilising firefighters and fire appliances.

Station End solutions power multi-devices including but not limited to sounders, lights and printers within the fire station. These systems mobilise firefighters and resources on station, simultaneously alerting retained firefighters via integrated paging systems. The Station End solutions are directly connected to the control room, vital information from the control room team is delivered via the Station End solution to firefighters and directly to Mobile Data Terminals (MDTs) in the fire appliances. This mobilises the response to the emergency incident while disseminating vital information such as the location and nature of the emergency incident.

We supply, upgrade, install and support Station End solutions, tailored to meet the specific operational needs of individual fire and rescue services. With a nationwide engineering force and 24 x 7 service centres we support fire and rescue services around the UK from Cleveland down to Cornwall, across to Norfolk and over to North Wales plus Northern Ireland and all county fire services in the Republic of Ireland.

### Supply of Equipment & Solutions

- Mobilisation systems
- Peripheral devices
- Paging & Alerting solutions
- Networking

### Upgrades of Existing Solutions

- Security, Windows & Server upgrades
- ESN readiness & transition
- Bearer upgrades for Paknet & PSTN replacement
- Antenna Replacement

### Installation Services

- Project Management
- Pre-Work Site Survey
- Pre-Staging
- Installation
- Acceptance Testing

### Support Services

- 24x7 Service Centres
- Maintenance & Software Support - 24x7 with Service Level Agreement
- Station End Preventative Maintenance
- Security & Patching Services

## Related Services

- MDT supply, install & support
- Control Rooms
- Bearer Services
- Vehicle Services
- ESN Transition Services
- Fireground Radio

## Evergreen Station End, ready for ESN

The role of Station End solution is critical in the mobilisation of resources, providing the vital link from control room to firefighters and appliances. Because of this mission critical function, Station End solutions are typically connected via multiple bearer networks to provide resiliency, with the Paknet service and PSTN lines frequently used as secondary or even tertiary connections. However, both of these services are due to be retired and systems will also require compatibility with ESN.

Telent offers fire and rescues services an evergreen upgrade route for Station End solutions, through the deployment of a dual SIM router that is ESN Connect compatible and combines high-performance with advanced security features. The proven solution has been developed for mission critical applications and delivers the perfect solution to replace Paknet and PSTN bearers and prepare systems to be ready for the transition to ESN.

## North Wales Fire & Rescue Service

Telent has been supporting and maintaining the mobilisation solution across the 44 fire stations in North Wales Fire and Rescue Service since 2013. The support covers the Station End equipment manufactured by Multitone and integrated devices including Swissphone Digicom paging solution, that alerts retained firefighters via radio pagers to mobilise for an emergency incident.

The support package provided by Telent includes preventative maintenance to service equipment and keep it in optimal condition, as well as providing first line support for the mobile data terminals in the fire appliances. The contract also includes an additional ten days per year of IT support, that is available for projects and proof of concepts, to support the Fire and Rescue Service's staff and ensure they can fully to utilise the technology at their disposal.

"We are delighted to continue working with Telent as the team has continually demonstrated its extensive knowledge in the emergency services sector and continues to help keep our firefighters connected and our residents safe. We are committed to this ongoing collaboration with Telent."

Peter Davis – Senior Head of Control and ICT at North Wales Fire and Rescue Service