

# Services Catalogue

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June 2010

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## About telent

The former service business of Marconi, **telent** was formed in 2006: a new company with a rich and unique technology heritage.

With annual revenues of over £300 million, **telent** is the leading technology services company with operational sites spanning the UK. Around 1,500 of the 2,500 people **telent** employs are engaged in on-site services, giving the company one of the largest engineering field-forces of its kind in the UK.

Our technical expertise is underpinned by a strong service culture. We help our customers maintain and support communications on national transport networks. Through our Carillion telent (Ct) joint venture we provide nationwide engineering, support and maintenance services for Openreach, BT's local access network business. We rollout broadband networks that allow operators to reach millions of UK homes. Our telecoms solutions enable police forces to co-ordinate activities across constabulary borders, and rail/metro operators and roads infrastructure providers to run their operations more efficiently - round-the-clock, every day of the year.

Our reputation for quality, and the breadth and scale of our operations make us the service delivery partner of choice for organisations with mission-critical communications networks — in every industry sector.



30+  
years' experience

£300m+  
annual revenues

1500+  
field engineers

## A – Z of telent Services

• 1.1	Access	11
• 1.2	Acoustic design	11
• 1.3	ADC (Acquisition, Design & Construct)	11
• 1.4	Alan Campbell Group	11
• 1.5	ANPR (Automatic Number Plate Recognition)	12
• 1.6	APLS (Automatic Personnel Location Service)	12
• 1.7	Asset management	12
• 1.8	Assurance Services	13
• 1.9	Auditing & verification	13
• 1.10	Bespoke solutions	13
• 1.11	Broadcast Services	14
• 1.12	Business Continuity	14
• 1.13	Cable Infrastructure Management	14
• 1.14	Carbon Foot Print – Green issues!	15
• 1.15	CCTV	15
• 1.16	Cisco EnergyWise tm	15
• 1.17	Civils co-ordination	16
• 1.18	Collaborative Supply Chain	16
• 1.19	Command & control systems (see also MICA)	16
• 1.20	Communications & IT (Network & Infrastructure)	17
• 1.21	Contact Centre	17
• 1.22	Construction Design and Management (CDM)	17
• 1.23	Consultancy	17
• 1.24	Contract marshalling	18
• 1.25	Convergence	18
• 1.26	Corrective maintenance	18
• 1.27	Customer information systems	18
• 1.28	Data networks	19
• 1.29	Data security	19
• 1.30	Design & consultancy (see also Consultancy and Engineering)	19
• 1.31	Digital Switchover	19
• 1.32	Electronic signs	20
• 1.33	Emergency services	20
• 1.34	Engineering (see also Field Engineering)	20
• 1.35	Environmental Management	20
• 1.36	Exchange maintenance (System X)	21
• 1.37	External networks	21
• 1.38	Fax Management	21
• 1.39	Field engineering	21

● 1.40	Field force	22
● 1.41	Field Force Enablement	22
● 1.42	Fixed Mobile Convergence	22
● 1.43	GSM-R	22
● 1.44	GSM-R Handsets	22
● 1.45	GSM-R Mast Construction & Maintenance	23
● 1.46	Handset Management Service	23
● 1.47	Health & Safety	23
● 1.48	Helpdesks (see also Service Centre)	23
● 1.49	Highways (Traffic Technology)	24
● 1.50	Highways maintenance and operations	24
● 1.51	Hosted Solution	24
● 1.52	Identity management systems	25
● 1.53	Incident Ground Management System	25
● 1.54	Information systems	25
● 1.55	Infrastructure (communications)	26
● 1.56	Infrastructure (networks)	26
● 1.57	Innovative solutions	26
● 1.58	Installation & commissioning (see also Field engineering and Field force)	26
● 1.59	Integrated Solutions	27
● 1.60	Integration	27
● 1.61	Intelligent Building Management Solutions	27
● 1.62	Implementation Services	27
● 1.63	IP telephony (see also Premises Networks)	28
● 1.64	IT Security/ INFOSEC Telecoms	28
● 1.65	Joint ventures	28
● 1.66	Legacy systems	28
● 1.67	Light Rail	29
● 1.68	Line of Sight	29
● 1.69	Local Loop Unbundling	29
● 1.70	Logistics	29
● 1.71	Maintenance	30
● 1.72	Managed services	30
● 1.73	Marshalling	30
● 1.74	Methods and standards	30
● 1.75	Metro & light rail	31
● 1.76	MICA	31
● 1.77	Microsense systems	31
● 1.78	Microsoft	31
● 1.79	Microwave	32
● 1.80	Mission-critical systems	32

● 1.81	Mobility (see also Fixed Mobile Convergence)	32
● 1.82	Mobile field force	32
● 1.83	Multi-vendor	33
● 1.84	Netwise CMG	33
● 1.85	Network implementation	33
● 1.86	Network integration	33
● 1.87	Network maintenance	33
● 1.88	Network optimisation	34
● 1.89	Network performance	34
● 1.90	Network security	34
● 1.91	Network service centre	34
● 1.92	Network strategy and evolution	34
● 1.93	Network support	35
● 1.94	Network technology audit	35
● 1.95	Operation & maintenance support (see also Maintenance and Network support)	35
● 1.96	Outsourcing	35
● 1.97	PABX (see also Fixed Mobile Convergence and Premises Networks Management)	36
● 1.98	Physical Security Solutions	36
● 1.99	Power Management	36
● 1.100	Passenger information systems	36
● 1.101	Preventative maintenance	36
● 1.102	Prince 2	37
● 1.103	Principal contractor	37
● 1.104	Project management	37
● 1.105	Public Address (PA Systems) (see also Acoustic Design)	37
● 1.106	Quality	37
● 1.107	Rail	38
● 1.108	Rail signalling	38
● 1.109	Repair Management	38
● 1.110	Reverse logistics	38
● 1.111	Rigging (see also Alan Campbell Group)	39
● 1.112	Roads	39
● 1.113	Roadside technology	39
● 1.114	Safety	39
● 1.115	SDH	40
● 1.116	Service Centre	40
● 1.117	Service management	40
● 1.118	Signs (electronic)	40
● 1.119	Site engineering	40
● 1.120	Site rationalisation	41
● 1.121	Spares and repairs management	41
● 1.122	Support	41

• 1.123	System X	41
• 1.124	Systems engineering (see also Consultancy and Engineering)	41
• 1.125	Systems Integration (see also Premises Networks Management)	42
• 1.126	Telecoms	42
• 1.127	Temporary sites	42
• 1.128	Traffic Signals UK	42
• 1.129	Training needs analysis	43
• 1.130	TRAMMS	43
• 1.131	Transition management	43
• 1.132	Transport	43
• 1.133	TUPE	44
• 1.134	Turnkey solutions	44
• 1.135	Urban traffic control (UTC)	44
• 1.136	Unified Communications (UC)	45
• 1.137	Unified Messaging (UM) & Voice Mail (VM)	45
• 1.138	Variable message signs	46
• 1.139	Vehicle location systems	46
• 1.140	Video (See also CCTV)	46
• 1.141	Video Conferencing – (ViPr)	47
• 1.142	Voice over IP (VOIP) (see also Premises Networks Management)	47
• 1.143	Wireless networks (see also Alan Campbell Group)	47

**Key contacts at telent for further information** **48**

<b>telent's</b> Rail business	48
<b>telent's</b> Traffic Technology business	48
<b>telent's</b> Metro business	48
<b>telent's</b> Network Services business	49
General Sales Enquiries	49

## Using the Services Catalogue

Inside this catalogue, you will find detail about the vast array of high quality services that **telent** provides across many industries. Each of the 140+ listings in this catalogue is accompanied by a short description of the service we offer.

If you require further information or would like to talk to someone in **telent** about a particular service, please visit the **telent** website or alternatively use the contact detailed beneath the specific service. The contact provided is from a business area with significant experience in delivering that service who, due to our wealth of experience across a wide variety of environments, will be able to effect an introduction to other areas of our businesses where appropriate.

An electronic copy of this document is available to download from <http://www.telent.com/services>

## 1.1 Access

The 'last mile' is an essential part of a network, and our experience within exchanges and **telent**'s external network capabilities make us the partner of choice for access installation, support and maintenance. **telent** also have extensive experience in the design and deployment of access multiplexor networks as well as digital and VOIP PBX solutions.



Visit the **telent** website for more information on...

- Data Security
- Physical Security



Contact our Network Services business

## 1.2 Acoustic design

Ascertaining optimal PA speaker placement is key to providing clear, consistent announcements in public buildings. **telent** can audit and design PA speaker layout for clear announcements, efficient use of assets and adherence to quality standards and regulations.



Contact our Metro business

## 1.3 ADC (Acquisition, Design & Construct)

**telent** can work across all disciplines to evaluate site suitability for engineering, acquisition, and build, through to ensuring full legal compliance with site providers. Our design engineers will assess the structural suitability of the site and we will manage site construction including any related civil works spanning utilities, power and electrical.



Visit the **telent** website for more information on...

- Wireless infrastructure



Contact our Network Services business

## 1.4 Alan Campbell Group

ACG (the Alan Campbell Group), now part of **telent**, is a communications infrastructure provider in the UK wireless and broadcast sectors, with an enviable reputation for quality customer service. ACG's main customers include (in alphabetical order); Airwave, Arqiva, Ericsson, National Grid Wireless, Nokia (now Nokia Siemens Networks), Orange, T-Mobile and Vodafone.



Visit the **telent** website for more information on...

- ACG



Contact our Network Services business

### 1.5 ANPR (Automatic Number Plate Recognition)

Automatic Number Plate Recognition involves the use of cameras and video analytics to read number plates. **telent** has experience of design, installation and maintenance of ANPR systems for both speed control and traffic management. In addition, **telent** has completed studies for the Highways Agency on the effects of different video compression codecs on ANPR systems.



Visit the **telent** website for more information on...

- Our capabilities in traffic



Contact our Traffic Technology business

### 1.6 APLS (Automatic Personnel Location Service)

This **telent** solution is a fusion of the capabilities now available in current mobile handhelds, systems within the customers existing business operations and **telent** technology. **telent** can operate APLS on Tetra or GSM networks. The solution provides unambiguous indication of users position, reduces the risk of confusion in emergency or operationally critical situations, supports lone working, manages resource movement with map view to allow efficient and rapid resource allocation/re-deployment and can provide historical data collection.



Contact our Rail business or Network Services business

### 1.7 Asset management

**telent** provides full asset management including: fault recording, engineer selection, asset location and history, remote monitoring of assets, an asset database including network/system diagrams and a whole-life cost model tool to help identify the optimum time for replacing assets.



Visit the **telent** website for more information on...

- Asset management



Contact our Metro business

## 1.8 Assurance Services

Our round-the-clock Assurance Services operate on a nationwide basis, centred around our team of multi-skilled engineers, each with extensive knowledge across a range of communication technologies. Through our support and maintenance services, we have built a reputation for excellence in critical operating environments. Our experts' focus is on every phase of fault isolation, both preventative and corrective, with the ultimate goal of restoring your network as quickly as possible. Technical support is provided from our specialists within our Network Service Centre (NSC), who communicate with you throughout the lifecycle of the service request - from initial call handling and diagnosis, through engineer deployment to job completions.



Visit the **telent** website for more information on...

- Operations and maintenance services



Contact our Network Services business

## 1.9 Auditing & verification

**telent** can perform standalone audits of your network, covering technology, infrastructure and configuration. Based on the analysis, we provide impartial recommendations to ensure that your network is always performing efficiently. We can also perform health and safety, and site audits.



Contact our Network Services business

## 1.10 Bespoke solutions

Our core development Engineering capability is adept at tailoring our services portfolio to be delivered in a way that dovetails completely into a customer's organisational methods and requirements. Where required our H/W, S/W and Systems engineers will design a solution to meet a specific customer requirement. Examples of this have covered areas as diverse as middleware gateways for network management systems, Integrated Command and Control systems and Customer Information Systems based on GSM/GPS modules mounted in vehicle or train communicating back to a central CIS database and customer displays.



Visit the **telent** website for more information on...

- Design & Consultancy



Contact our Network Services business

### 1.11 Broadcast Services

ACG (the Alan Campbell Group), now part of **telent**, is a communications infrastructure provider in the UK wireless and broadcast sectors, with an enviable reputation for quality customer service. ACG's main customers include (in alphabetical order); Airwave, Arqiva, Ericsson, National Grid Wireless, Nokia (now Nokia Siemens Networks), Orange, T-Mobile and Vodafone.



Visit the **telent** website for more information on...

- What we currently do with Arqiva



Contact our Network Services business

### 1.12 Business Continuity

**telent**'s IP solutions allow you to easily introduce teleworking or hot-desking for your workforce, meaning there need never again be a reason to not work, if getting to the office is problematic. At the same time, teleworking allows you to grow your workforce, without costly investment in office space expansion, allowing you to easily adjust to on-going business changes.



Visit the **telent** website for more information on...

- Enterprise Services



Contact our Network Services business

### 1.13 Cable Infrastructure Management

**telent** have a complete tool for network cable infrastructure management with auto-discovery, interfaces to PABX's and other third party equipment, and interactive network diagrams.

Caplum WEB is designed to control and manage all elements of your cabling infrastructure. Integrating structured cabling, data and voice networks, fibre, local and wide area networks, and multiple buildings and sites, with the potential of asset management. Caplum WEB is a fully open, modular system that saves you time, money and effort in the management of your cabling infrastructure.

It consists of Automatic Circuit routing, Automatic PBX/IPT management/programming, Fault Management/SLA monitoring. Works Order management, Switch Port Usage management, Network auto-discovery, PNP switch Support, IPT handset management and theft tracking, virtual wiring centres and rack management and interactive network diagrams.



Contact our Network Services business

### 1.14 Carbon Foot Print – Green issues!

**telent** can offer a carbon footprint audit service, which will analyse and advise how organisations may optimise their energy consumption and develop a carbon neutral strategy. **telent** can also provide comprehensive energy monitoring and management, fully integrated into our MICA Intelligent Building Management solution. This can not only enable you to monitor your energy usage and cross check your energy charges but also to reduce your overall consumption by continuously tailoring the environment to the site/building occupancy.



Contact our Network Services business

### 1.15 CCTV

**telent** has designed and implemented a network of over 4000 cameras on the London Underground including digital recording linked to event triggering for “pre-recording” and video streaming over an IP network.



Visit the **telent** website for more information on...

- CCTV solution for Metronet



Contact our Metro business

### 1.16 Cisco EnergyWise tm

EnergyWise is the latest generation of Cisco’s operating system (IOS) for power over Ethernet (PoE) edge switches. As organisations ICT systems converge onto a single IP infrastructure, PoE is being used within the enterprise to power IP telephony handsets, wireless access points and IP CCTV cameras – all operating 24x7, even though many office environments are 8-6, Mon-Fri. EnergyWise allows the ability to switch off the power to these devices on a per port basis. Using our MICA Intelligent Building System, **telent** can integrate this functionality with other systems, for example allowing a security guard to power down these ICT systems on a per floor/area basis, controlling MICA from a mobile device.



Contact our Network Services business

### 1.17 Civils co-ordination

**telent** can co-ordinate all aspects associated with the design and construction of a network site, accommodating local conditions and building regulations, and preparing the site for equipment installation. We manage all phases of the design and construction of the environment and surrounding infrastructure to house your network, including the provision of utilities necessary for network operation, ensuring that the installation process runs smoothly. For our external network activities, our full range of telecommunications civil work range from simple excavation of buried joint/cable to complex manhole and duct route construction.



Visit the **telent** website for more information on...

- External Network Services



Contact our Network Services business

### 1.18 Collaborative Supply Chain

**telent** has a developed and continually evolving collaborative supply chain. Our supply chain partners are selected from strict assessment criteria and help us to procure and supply product, introduce new products or versions, and assist with end-of-life services.

This product supply capability has been enhanced by developing accredited sales partnerships with carefully selected vendors who we see as having a technologically advanced and/or market leading portfolio. Through these partnerships, we ensure you and your customers seamlessly receive authoritative and current pre-sales support, accurate and competitively priced proposals, and a managed product delivery. Once deployed, our robust structured support system provides you with a high level of assurance to deal with any in-life issues.



Contact our Network Services business

### 1.19 Command & control systems (See also MICA)

Whether managing safety and security within a building or supporting emergency and rescue services across large regions, **telent** has a reputation for superior Command & Control design, planning, installation, support and maintenance.



Visit the **telent** website for more information on...

- What we're doing for the Fire & Rescue Services



Contact our Network Services business

## 1.20 Communications & IT (Network & Infrastructure)

**telent** work with communications networks of all types, sizes and configurations: from transportation to telecommunications, from utilities to emergency services, from enterprise to public-sector, mission-critical networks.



Visit the **telent** website for more information on...

- Network infrastructure
- Our Markets



Contact General Enquiries

## 1.21 Contact Centre

**telent** can provide the Solidus eCare™ Multi-media Contact Centre consisting of a set of powerful software applications focussed on the agent, management and self-service functions, providing 'skills based' routing and a single point of management and an integrated management information system.

**telent** contact centre provision gives a multitude of options by which customers can interact with your business. These include phone, fax, email, chat web, SMS, and even video. This means your 'front-line' personnel can have immediate 'real-time' access to various information which may include any previous customer interactions with your business.



Contact our Network Services business

## 1.22 Construction Design and Management (CDM)

**telent** can act as your Principal Contractor and/or your Construction Design and Management Co-ordinator (CDM-C). Regulations place duties on customers, CDM co-ordinators, designers, principal contractors and stand-alone contractors to plan, co-ordinate and manage health and safety. We ensure that our clients are fully compliant throughout all stages of a construction project, from inception through to project completion.



Contact our Rail business

## 1.23 Consultancy

With our customers' business goals having guided the bespoke solutions we've developed in transport, emergency services and telecommunications, **telent** is adept at consultancy & design. Our design and consultancy engineering areas have literally thousands of man/years of experience across a wide range of technologies and markets to maximise the probability that we can provide the optimal solution to any problem.



Contact our Network Services business

### 1.24 Contract marshalling

**telent** can manage the collection of equipment from any location, and then its receipt, inventory, test and dispatch to network sites across the whole of the UK. From point of manufacture through to installation, the Contract Marshalling Centre will take care of your entire project implementation needs.



Visit the **telent** website for more information on...

- Our central logistics hub



Contact our Network Services business

### 1.25 Convergence

**telent** can design, implement and manage a converged Voice and Data network together with Fixed Mobile Convergence solutions to optimise our clients use of their telecomms network investment.

**telent** develops convergence strategies to provide ubiquitous access to the many business applications, processes and tools that your workforce require to collaborate effectively.



Visit the **telent** website for more information on...

- Unified Communications



Contact our Network Services business

### 1.26 Corrective maintenance (See also Service Centre)

Skilled **telent** engineering specialists provide constant round-the-clock corrective maintenance with the ultimate goal of restoring your network as quickly as possible. Our engineers are multi-skilled and are continuously trained to have a wide knowledge across multi-vendor equipment, in different customer environments.



Visit the **telent** website for more information on...

- Maintenance
- What we currently do with Cable and Wireless



Contact our Network Services business or Contact our Metro business

### 1.27 Customer information systems

Customer information systems are essential to the smooth operation of public transport, shopping centre's, sports stadia etc. during normal operating conditions and a key tool for handling emergency situations. Our integrated approach to the many assets that make up a modern customer information system (including digital signs, PA, CCTV and help points) and the network that enables them, allows the station/stadium/shopping centre management staff to have more effective control over all communications with customers.



Contact our Metro business or Contact our Rail business

## 1.28 Data networks

Our wide breadth of network expertise covers voice and data applications including backhaul, wireless and hosted services. Couple the best voice and data products from Mitel, Avaya, Aastra, Microsoft and Cisco with **telent**'s service excellence.



Visit the **telent** website for more information on...

- Enterprise Services



Contact our Network Services business

## 1.29 Data security

**telent** can help you to develop a security strategy that has in-built scalability, and then install it in a flexible, customised way designed to maximise your existing investment.



Visit the **telent** website for more information on...

- Security



Contact our Network Services business

## 1.30 Design & consultancy (See also Consultancy and Engineering)

From strategic objective to technical solution - **telent** designs network and communications solutions that realise our client's aspirations for technical advantage, low cost operations and management simplicity. Our industry-specific knowledge is combined with a wealth of experience and desire to develop a similarly deep understanding of your business, your environment, your capabilities and your aspirations.



Visit the **telent** website for more information on...

- Design and consultancy



Contact our Network Services business

## 1.31 Digital Switchover

ACG (the Alan Campbell Group), now part of **telent**, is a communications infrastructure provider in the UK wireless and broadcast sectors, with an enviable reputation for quality customer service. ACG's main customers include (in alphabetical order); Airwave, Arqiva, Ericsson, National Grid Wireless, Nokia (now Nokia Siemens Networks), Orange, T-Mobile and Vodafone.



Visit the **telent** website for more information on...

- What we currently do with Arqiva



Contact our Network Services business

### 1.32 Electronic signs

Working with advanced electronic signs manufacturers we deliver robust, effective, cost effective public information systems in transport environments including the London Underground and UK motorways.



Visit the **telent** website for more information on...

- Our capabilities in the traffic sector



Contact our Metro business or Contact our Traffic Technology business

### 1.33 Emergency services

We are helping to improve response times and contain costs for emergency services organisations, with voice and data solutions for police forces, ambulance and fire services. Solutions include managed terminal services for hand-portable and in-vehicle installations.



Visit the **telent** website for more information on...

- Emergency services
- Merseyside Fire & Rescue Service
- Met. Police Case Study



Contact our Network Services business

### 1.34 Engineering (see also Field Engineering)

Our core development Engineering capability is adept at tailoring our services portfolio to be delivered in a way that dovetails completely into a customer's organisational methods and requirements. Where required our H/W, S/W and Systems engineers will design a solution to meet a specific customer requirement. Examples of this have covered areas as diverse as middleware gateways for network management systems, Integrated Command and Control systems and Customer Information Systems based on GSM/GPS modules mounted in vehicle or train communicating back to a central CIS database and customer displays.



Contact our Network Services business

### 1.35 Environmental Management

The **telent** Environmental Management System has been certified to the requirements of ISO 14001:2004 by our third party assessor and we are currently assessing our carbon footprint in order to set targets for reduction following a period of data collection.



Contact General Enquiries

### 1.36 Exchange maintenance (System X)

We continue to provide support for legacy system X - the narrowband switch that still handles the majority of the UK's voice calls.



Visit the **telent** website for more information on...

- Telecoms



Contact our Network Services business

### 1.37 External networks

**telent** have an extensive range of external network services - from infrastructure audit to full civil works, fibre and copper deployment, polling, street furniture, FTTC, FTTP and microtrenching.



Visit the **telent** website for more information on...

- External networks



Contact our Network Services business

### 1.38 Fax Management

The RightFax family of fax servers provides enterprise fax and electronic document delivery capabilities. Designed to be scalable and expandable, RightFax Servers can meet the document delivery needs of any size organization, from small departments to the largest enterprises.

RightFax Servers help organisations to reduce costs, improve productivity and meet compliance goals by integrating fax with email, desktop and document management applications or enabling high volume document delivery from CRM, ERP and host applications. RightFax is the fax server market leader, with nearly five times the market share of any other vendor. RightFax Servers provide unrivaled reliability, scalability and ease of use for IT staff and desktop users alike.



Contact our Network Services business

### 1.39 Field engineering

**telent** engineers are managed through either localised dedicated support teams or via our Service Centre. This ensures we deploy the right skilled people to the specific task. All of our engineers are security cleared to work on sensitive contracts at various levels. ( See also Field Force Enablement.)



Contact General Enquiries

#### 1.40 Field force

Our mobile field force of approximately 2,000 engineers can be deployed anywhere in Europe and are located within an hour's travel time of the majority of UK service providers' sites.



Contact General Enquiries

#### 1.41 Field Force Enablement

The Field Force Enablement application used by **telent** provides constant communication between engineers, on-line systems and customers during service requests. This ensures that we know at any point in time, the location of the nearest engineer with the right skill-set to address a customer issue or service call.



Contact our Network Services business

#### 1.42 Fixed Mobile Convergence

Fixed mobile convergence offers major enterprise clients the opportunity to reduce expenditure on equipment and operating costs. Our ultimate goal of FMC is to optimise transmission of all data, voice and video communications to and among end users, no matter what their locations or devices. In the more immediate future, FMC means that a single device can connect through and be switched between wired and wireless networks. **telent** have the tools and engineering capability to undertake full design from coverage planning through to civils and our field force are equipped to install and commission systems on a UK wide basis.



Contact our Network Services business

#### 1.43 GSM-R

**telent's** unique skills are utilised to the full assisting in national GSM-R roll-out projects. Specific skills and deliverables include; Technical Consultancy, IVRS Migration and Commissioning and Performance and Functional Testing



Visit the **telent** website for more information on...

- [West Coast Main Line Case Study](#)



Contact our Rail business

#### 1.44 GSM-R Handsets

**telent** are exclusive UK distributors for Selex Communications range of handsets, modems that provide dual network operation on the GSM-R and GSM networks.



Contact our Rail business

### 1.45 GSM-R Mast Construction & Maintenance

**telent** Rail now combined with teams from Alan Campbell Group are supporting Network Rail on their national 3,000 GSM-R mast site construction program. Using **telent's** expertise gained in the construction of the West Coast mainline mast network and the Alan Campbell Group's mobile network expertise other services such as mast audits and mast site remedial works and maintenance are also provided.



Contact our Rail business

### 1.46 Handset Management Service

**telent** provide a comprehensive handset management service that will support both Tetra, GSM-R and PDA units. This service is structured to support the challenging requirements of Police, Fire and other Emergency services organisations, Transport sector users Rail, Metro and Highways and other customers. The service provides both handset, network and user features to improve overall operational availability and minimising cost of terminal ownership.



Contact our Rail business or contact our Network Services business

### 1.47 Health & Safety

**telent's** fully qualified health and safety telecom professionals ensure our clients are fully compliant with all CDM legislation, acting as Principal Contractor and Construction Design and Management Co-ordinator (CDM-C).



Visit the **telent** website for more information on...

- Health & Safety
- Telecoms Market



Contact our Rail business

### 1.48 Helpdesks (see also Service Centre)

**telent** can remotely manage your network or simply provide call centre assistance from our secure, reliable, effective service centre. We can also put our Helpdesk design & management expertise at your disposal when considering your own deployment.



Visit the **telent** website for more information on...

- Our service centre



Contact our Network Services business

### 1.49 Highways (Traffic Technology)

**telent** Traffic Technology is approved under the Highways Agency Health & Safety Assessment scheme and **telent** is an Approved Supplier of Communications Systems, Products and Services under the Highways Agency CAT scheme.

We have over thirty years experience providing integrated services and solutions to customers in the road industry. Services and solutions include consultancy, systems integration and asset maintenance and management.



Visit the **telent** website for more information on...

- Our work in the traffic sector
- Tolling Case Study



Contact our Traffic Technology business

### 1.50 Highways maintenance and operations

We are well equipped to meet customers' requirements with regard to the installation, commissioning and maintenance of roadside electronic equipment, the maintenance and provisioning of private transmission networks including system design and turnkey solutions for Intelligent Transport Systems (ITS).



Visit the **telent** website for more information on...

- Our capabilities in traffic
- Highways Agency Case Study
- Operations and Maintenance



Contact our Traffic Technology business

### 1.51 Hosted Solution

**telent's** 'SwiftIP' multi-tenanted hosted solution for IP/PBX and Call Centre which is fully integrated with Microsoft Outlook will provide PABX extension and Call Centre agents. The Swift IP Hosted Solution, delivers a fully featured business telephony service for small and medium enterprises. Swift IP is ideally suited to small, or branch office environments, without the expense of purchasing a telephone system, so lowering your communication costs significantly.

Any IP terminal, fixed, wireless, or 'softphones' can be deployed, connecting to your Local Area Network (LAN), providing telephone system functionality.

The Swift IP Hosted Solution is fully flexible to meet your changing requirements. It can be administered by the users through intuitive interfaces, and you only pay for what you use, with no service or maintenance charges.



Visit the **telent** website for more information on...

- Enterprise Services



Contact our Network Services business

## 1.52 Identity management systems

Working with advanced partners in biometrics and facial recognition, we've developed Identity Management Systems to provide intelligent access management in public and private buildings.



Visit the **telent** website for more information on...

- Physical security



Contact our Network Services business

## 1.53 Incident Ground Management System

This service was developed by **telent** to provide Command and Control of sites in the challenging environment of major Fires, Accidents, Civil works etc. where short term multi role, multi service and complex logistics have to be managed in a high risk environment. It is based on rapid deployable broadband wireless network to support video and data transfer between user devices, rapid deployable broadcast quality CCTV system, giving video images from day/night and thermal imaging cameras covering all areas of the incident. An audit trail and electronic action log application integrates the key operational systems and manages conferencing links and enables comprehensive electronic records. The Incident Ground Management System operates over a self-forming peer-to-peer wireless network. Satellite communications link(s) or other available connection into national/international communications infrastructure allows full interaction with all levels of command enabling conferencing, video and internet/intranet services.



Contact our Rail business or contact our Network Services business

## 1.54 Information systems

Our information system solutions enable the smooth operation of buildings during normal operating conditions and are a key tool for handling emergency situations. **telent's** integrated approach to the many assets that make up a modern buildings/stations (including digital signs, PA, CCTV, help points, environmental management and power monitoring, etc.) and the network that enables them allows building/station controllers efficient, effective control over all communications with passengers.



Visit the **telent** website for more information on...

- Intelligent building management



Contact our Network Services business

### 1.55 Infrastructure (communications)

**telent** help our customers to achieve competitive advantage by improving their infrastructure - whether for wireline or wireless networks, or in-station communications systems in the transport sector.



Contact General Sales

### 1.56 Infrastructure (networks)

Network equipment is constantly evolving to meet the market's increasingly high expectations of the commercial benefits that communications technology can yield. **telent** have kept pace with technology and benefited from our vast experience in maximising the performance of existing infrastructure and implementing new, leading edge equipment. We are therefore able to offer consultancy from network requirements definition through design, implementation, optimisation/rationalisation, maintenance to decommissioning and disposal.



Contact our Network Services business

### 1.57 Innovative solutions

**telent** work closely with our customers to capture their precise requirements. Our expertise in network and business planning and system development, makes us the ideal choice for developing innovative communication solutions.



Visit the **telent** website for more information on...

- Design & consultancy



Contact our Network Services business

### 1.58 Installation & commissioning (See also Field engineering and Field force.)

Our experienced engineers perform network installation, fitting, equipment cabling and termination, of multi-vendor products. They test, integrate, upgrade and enhance network solutions from multiple vendors, ensuring the most sophisticated, highly-integrated systems can be commissioned faster, to ensure rapid interoperability and faster time to revenue. Our methods, standards and processes comply with product manufacturer guidelines, health and safety regulations and client infrastructure specific physical requirements.



Visit the **telent** website for more information on...

- Installation & commissioning
- Systems integration
- What we do with BSKyB



Contact our Network Services business

## 1.59 Enterprise Services

Our Enterprise services cover a wide range of network expertise for voice and data applications including backhaul, wireless integrated asset management, intelligent buildings and hosted services. We couple the best voice and data products from Mitel, Avaya, Aastra, Microsoft and Cisco with **telent**'s service excellence.



Contact our Network Services business

## 1.60 Integration

**telent**'s engineering team can also offer consultancy, design and integration testing on a wide range of communications related solutions. Our purpose built systems integration labs in Warwick provide a powerful tool for the verification and validation of an integrated solution design.

In addition to advantages in ease of management, maintenance and operation that integration brings, there are also cost efficiencies to be gained from migrating traffic from multiple systems to fewer, more powerful networks. **telent** have experience of the rationalisation of merging networks and can provide consultancy, design and implementation services in this area.



Visit the **telent** website for more information on...

- Systems integration



Contact our Network Services business

## 1.61 Intelligent Building Management Solutions

Utilising our MICA management platform, **telent** can interface to and control a variety of building management systems, including heating and ventilation (HVAC), plant, pumps and lifts (SCADA), alarms and door/barrier access and CCTV. Combined with our Smart Metering Solutions, MICA will monitor and interpret a variety of systems and events, and either correlates these into informed alarms or automated action. For example, MICA can alarm unexpected events such as continued water or gas consumption out of hours, preventing either flooding or explosion. MICA can also be controlled from a mobile device, proving facilities and security staff to make immediate and effective decisions about their environment.



Contact our Network Services business

## 1.62 Implementation Services

**telent**'s nationwide field-staff are experts in installing, commissioning and integrating multiple technologies over live and operational communication networks. We deliver implementation services in a variety of environments spanning all our target markets, from telecoms, metro and rail, through to traffic, utilities and emergency services sectors – covering both safety critical and high security requirements. Through our rapid, high

volume network implementation capability, we've gained an enviable reputation for delivering and implementing highly successful extensive network projects in very short time-scales – allowing our customers to plan with confidence and meet scaling network implementation objectives, on time, every time.



Visit the **telent** website for more information on...

- Implementation and integration services



Contact our Network Services business

### 1.63 IP telephony (see also Premises Networks)

**telent's** VoIP solutions combine our client's voice, video, data, security and wireless capabilities on one network, negating the costly requirement of hosting services on multiple servers.



Visit the **telent** website for more information on...

- IP telephony



Contact our Network Services business

### 1.64 IT Security/ INFOSEC Telecoms

**telent** provides security solutions for both data and physical assets.



Contact our Network Services business

### 1.65 Joint ventures

**telent** has experience in forming partnerships to deliver communication solutions that meet the growing demands of transport agencies, the public and emergency services.



Visit the **telent** website for more information on...

- Our partners
- Highways



Contact General Enquiries

### 1.66 Legacy systems

From obsolete legacy communications assets to cutting-edge technologies, **telent** has the expertise to support legacy systems and also to transition them with minimum service disruption to newer technology.



Visit the **telent** website for more information on...

- Network infrastructure



Contact our Network Services business

## 1.67 Light Rail

Our expertise in the light rail sector ranges from systems integration to asset and systems maintenance and management. We provide bespoke integrated services and solutions to a number of transport organisations.



Visit the **telent** website for more information on...

- Our capabilities in metro
- Tube Lines case study
- Metronet case study



Contact our Metro business

## 1.68 Line of Sight

In addition to desktop design using ADTI to confirm initial LoS predictions for microwave links, Alan Campbell Group have dedicated Line of Sight teams who will perform direct structure to structure visual LoS confirmation with a comprehensive photographic record for later review of potential tree incursion etc. ACG are also able to undertake radio trails where for instance visual LoS is impeded by a diffracted path.



Visit the **telent** website for more information on...

- Our wireless services
- About Alan Campbell Group



Contact our Network Services business

## 1.69 Local Loop Unbundling

Local Loop Unbundling (LLU) gives competitive network operators and national organisations access to the last-mile in the network allowing for rapid, cost effective, large-scale deployments. **telent's** I&C teams are experienced in this area.



Visit the **telent** website for more information on...

- BSkyB case study



Contact our Network Services business

## 1.70 Logistics

**telent's** intelligent logistics offering covers both forward and reverse logistics, combining our 80,000 sq ft marshalling centre with nationwide box networks and forward stock locations, ensuring that equipment is delivered to the right location on time, every time. **telent's** experience includes providing spares logistics for a major UK organisation.



Visit the **telent** website for more information on...

- Intelligent systems
- Asset Tracking
- Distribution & Storage



Contact our Network Services business

### 1.71 Maintenance

Our 365x24x7 support and maintenance services provide an always-on service level assured fix, covering both corrective and preventative maintenance, with fully managed network spares and repairs.



Visit the **telent** website for more information on...

- Operations and maintenance
- Service Centre



Contact General Sales

### 1.72 Managed services

**telent** know that managing mission critical environments is not an easy task and the challenge of optimising performance, managing change and resolving problems becomes increasingly difficult as technology grows in complexity. Our approach covers the entire spectrum of managed and operational requirements and provides cost certainty and a philosophy of continuous improvement.



Visit the **telent** website for more information on...

- Managed services
- Merseyside Fire & Rescue case study



Contact our Network Services business

### 1.73 Marshalling

**telent's** purpose-built 80,000 sq ft Network Distribution Centre (NDC) acts as a central logistics hub through which our end-to-end logistics service operates.



Visit the **telent** website for more information on...

- Our central logistics hub



Contact General Sales

### 1.74 Methods and standards

**telent** will support you in the physical implementation of your network. We will provide a tailored installation design solution and produce any relevant documentation to ensure safe installation for each site, its equipment and supporting infrastructure, in accordance to the internationally recognized ISO9001 standard.



Contact our Network Services business or Contact our Rail business

## 1.75 Metro & light rail

**telent's** expertise in the metro sector ranges from systems integration to asset and systems maintenance and management. We provide bespoke integrated services and solutions to a number of European transport organisations.



Visit the **telent** website for more information on...

- Our capabilities in metro
- Tube Lines case study
- Metronet case study



Contact our Metro business

## 1.76 MICA

**telent's** Management, Integration and Control of Assets solution (MICA) is a network-centric management control system that can be deployed as a Building Management System, an Integrated Command and Control System, Station Management System (in a transport environment,) or an Access Management System. MICA has standard interfaces to manage new assets, legacy systems and other building or SCADA applications. The system enhances communication subsystems, integrating CCTV, public address systems, visitor information displays and help points etc.



Visit the **telent** website for more information on...

- Intelligent buildings



Contact our Metro business or contact our Network Services business

## 1.77 Microsense systems

Microsense is a trademark of intelligent traffic systems group, TSEU which was acquired by **telent** in March 2008.



Visit the **telent** website for more information on...

- TSEU



Contact our Traffic Technology business

## 1.78 Microsoft

Building on our reputation as a supplier of integrated business-class communications solutions **telent** is a Microsoft Certified Partner, with the ability to integrate and support solutions and products from our extensive portfolio within Microsoft's Operating Systems and growing Office Communications Server (OCS) and Live Communications Server (LCS) environments.

**telent** Microsoft accreditation gives the capability of integration with OCS (Office Communications Server) and voice and data networks.



Contact our Network Services business

### 1.79 Microwave

**telent** has considerable expertise in microwave radio technology. We have designed and installed a microwave network of over 1800 links for a major UK operator and smaller networks in the utility and emergency services sectors. Through the acquisition of Alan Campbell Group, **telent** is also a major supplier of microwave back-haul into the UK mobile operator market. (See also Alan Campbell Group.)



Visit the **telent** website for more information on...

- Our microwave solution for Metronet



Contact our Network Services business

### 1.80 Mission-critical systems

We have decades of experience working with mission-critical systems, notably in the public sector. **telent** has designed and installed a UK wide resilient back-haul network which underpins the emergency services communications.



Contact our Network Services business

### 1.81 Mobility (see also Fixed Mobile Convergence)

We offer a number of Mobility Solutions, as optional 'add-ons' to our range of Voice Solutions, to meet the needs of your mobile workforce, whether they are 'on the road', at the office, working from home, or at your client's premises.

For 'in-building' mobility DECT or WiFi infrastructure can be installed. Our DECT solutions support a range of handsets for both office and industrial environments.

Mobile gateway is a cost effective way of considerable costs savings on mobile call costs.

Mobile extension, using you mobile phone, installing client software, your mobile becomes an extension off the PABX and gives great communications control, whatever you do from your office extension you can now do with your mobile.



Contact our Network Services business

### 1.82 Mobile field force

Our large-scale mobile field force can be deployed anywhere in Europe and are located within an hour's travel time of the majority of UK service providers' sites.



Contact General Sales

### 1.83 Multi-vendor

Over recent years, **telent** has built up an impressive multi-vendor capability and worked with service, equipment and technology providers throughout Europe. **telent's** vendor-agnostic approach means that our system designers are free to choose the optimal products to meet our clients needs.



Contact General Sales

### 1.84 Netwise CMG

The CMG suite is a very competitive contact management solution presenting opportunities to decrease operational costs, for instance by supporting web-based user self-management and tenanting/hosted solutions. The Netwise CMG suite will form a base for future contact management solutions for Cisco, MX-One™, and a migration path for existing Dynamic Network Applications (DNA) users.



Contact our Network Services business

### 1.85 Network implementation

Our nationwide build services provide a highscale solution for network installation, commissioning and cabling activity, with PRINCE2 accredited Project Management at every stage.



Contact our Network Services business

### 1.86 Network integration

In addition to advantages in ease of management, maintenance and operation that integration brings, there are also cost efficiencies to be gained from migrating traffic from multiple systems to fewer, more powerful networks. **telent** has experience of working with our clients in situations such as those following mergers and acquisitions to integrate disparate networks.



Contact our Network Services business

### 1.87 Network maintenance

**telent** has planned, delivered, implemented and is supporting and maintaining fixed line and wireless multi-vendor networks for numerous customers.



Contact our Network Services business

### 1.88 Network optimisation

To support running networks with maximum efficiency, **telent** will identify any problems in our client's network and provide technical recommendations for improvements. We will then implement and validate the recommendations where applicable.



Contact our Network Services business

### 1.89 Network performance

**telent** engineers can assess exact network resource usage, ensuring that customers and end-users are provided with the best quality of service. Key performance indicators are used to assess effective network throughput, allowing network insufficiencies to be rapidly addressed.



Contact our Network Services business

### 1.90 Network security

**telent** can provide a unique security offering that not only protects the data on our client's network, but also their physical assets.



Contact our Network Services business

### 1.91 Network service centre

Operating round-the-clock, every day of the year, our service centres ensures that our client's networks experience minimal disruption.



Visit the **telent** website for more information on...

- Our service centre



Contact our Network Services business

### 1.92 Network strategy and evolution

**telent** will undertake research of our client's and their end-user market - segmenting and profiling customers and understanding their requirements, before statistically modelling the data to determine the optimum network rollout strategy. Sophisticated scenario planning tools will then ensure that the network will remain at its peak, as the telecoms market continues to evolve and customers demand ever-increasing new network services.



Contact our Integrated Solutions business

### 1.93 Network support

Technical Support from **telent** provides an immediate interface with our technical experts, either directly through our front-line support facility or independently via our Web support interface. Our focused aim is to drive down the time to resolve any issue, using our infrastructure, resources, skill and experience 24 hours a day, 7 days a week, 365 days a year.



Contact our Network Services business

### 1.94 Network technology audit

**telent** can perform standalone audits of a client's network, covering technology, infrastructure and configuration. Based on the analysis, we provide impartial recommendations to ensure that your network is always performing efficiently.



Contact our Network Services business

### 1.95 Operation & maintenance support (see also Maintenance and Network support.)

We provide a broad range of operations & maintenance and support services across all markets - from preventative to remote, **telent** works round the clock every day of the year making sure our client's operations run efficiently.



Visit the **telent** website for more information on...

- Operation and maintenance
- What we do with Cable and Wireless



Contact our Network Services business

### 1.96 Outsourcing

**telent** have experience of outsourcing in areas as diverse as logistics/spares management and fully managed IT service. No matter how much, or how little, of your network tasks you outsource, **telent** always work closely with our clients, keeping them fully informed and integrating our systems with the client's where possible. Before we start, we agree clear and unequivocal Service Level Agreements for every aspect of the work.



Contact General Sales

### 1.97 PABX (see also Fixed Mobile Convergence and Premises Networks Management)

**telent** expertise in design and I&C ranges from “concentrators” in a rail environment to customised VoIP solutions and unified communications.

**telent** deliver a range of voice solutions for both the Small and Medium Enterprise (SME) through to the largest corporate clients, from a handful of extensions on a single site, to many thousands of extensions in a multi-site environment.

All of our Voice Solutions offer world-class features and functionality from TDM solutions through to VoIP Networking solutions working together with the best of breed communications suppliers.



Contact our Network Services business

### 1.98 Physical Security Solutions

Regardless of scale, our physical security solutions are customised for use in school campuses, railways, air and seaports, warehouses, construction sites and other high-security sites in both the public and private sectors. We can help you integrate your CCTV with access control, public address and help point systems allowing more effective monitoring and improved response to incidents. We can also provide sophisticated analytic solutions that alert operators to predefined events or abnormal behaviour such as objects left in unexpected areas or movement in secure zones.



Contact our Network Services business

### 1.99 Power Management

For both new and existing installation provision for PABX, Data Centres and other infrastructure solutions.



Contact our Network Services business

### 1.100 Passenger information systems (see Customer Information Systems)

### 1.101 Preventative maintenance

By careful analysis of fault data from the field and combining this with equipment manufacturer's data and recommendations, **telent** engineers continually work to optimise the preventative maintenance programs of our client's networks. Through this we maximise the availability of critical infrastructure and minimise any service credits payable by our client's to their end customers.



Contact our Metro business or contact our Network Services business

### 1.102 Prince 2

Many of **telent**'s project managers are trained or undergoing training in Prince 2 - and all are highly experienced. We are happy to carry out a contract using Prince 2 methodology.



Contact our Rail business

### 1.103 Principal contractor

**telent** is nominated to act as Principal Contractor and/or Construction Design and Management Co-ordinator (CDM-C) by a number of our customers. Regulations place duties on Clients, CDM Co-ordinators, Designers, Principal Contractors and stand-alone contractors to plan, co-ordinate and manage health and safety. We ensure that our clients are fully compliant with health and safety CDM legislation throughout all stages of a construction project, from inception through to project completion.



Contact General Sales

### 1.104 Project management

**telent** has played a key role in co-ordinating many projects, proving our ability to manage all aspects of a project from fully understanding customer requirements to delivering robust cost effective solutions against tight time-scales and forming long lasting relationships in the process. **telent** is a Prince 2 organisation.



Contact General Sales

### 1.105 Public Address (PA Systems) (see also Acoustic Design)

**telent** is experienced in the design and installation/commissioning of PA/VA systems with around 80 installations currently in service in the UK. In addition to managing the networks that enable control of PA systems, **telent** has developed a management and integration solution (MICA) to allow a joined up approach to building management.



Contact our Metro business

### 1.106 Quality

The **telent** Quality Management System and processes support the basis of continuous improvement to meet the demands of international quality standards bodies, customer specifications and health and safety requirements. We are certified to ISO 9001:2000 and are in transition to achieving ISO9001;2008.



Contact General Sales

### 1.107 Rail

**telent's** system engineering, design and project installation teams are working with leading rail businesses to modernise and upgrade operational communications and retail systems for national rail networks.

**telent** is approved under the LinkUp scheme; as a supplier, of communications system products and services, to Network Rail and, is licensed as a Principal Contractor by Network Rail (PC Licence number 2378).



Visit the **telent** website for more information on...

- **telent** Rail



Contact our Rail business

### 1.108 Rail signalling

**telent** is the market leader in the provision of the telecommunications requirements in Signalling Projects, managing these in the most cost effective, efficient and timely manner.



Contact our Rail business

### 1.109 Repair Management

Through our collaborative supply chain, **telent** operates with multiple repair partners comprising equipment vendors, OEMs and independent repair houses, enabling us to offer you the best in market quality and pricing for hardware repair, and more importantly repair inventory.

Numerous leading operators trust **telent** with their repair inventory, and in doing so, benefit from our rich management data analysis, providing recommendations on various courses of action that at times avoids unnecessary repair costs. Driven by our unique Logistics Order Desk service portal, we match network demand to our spares inventory, by monitoring the calls for spare parts against geography, asset type, service levels etc. We can quickly ascertain service improvement plans around such things as spare part location moves, impending obsolescence risks, component obsolescence risks and associated last-time buys to protect asset life. Our improvement plans also extend to technology refreshes from repair/replace analysis, and of course repair screening prior to repair stage.



Contact our Network Services business

### 1.110 Reverse logistics

**telent's** intelligent logistics offering covers both forward and reverse logistics, combining our 80,000 sq ft marshalling centre with nationwide box networks and forward stock locations, ensuring that equipment is delivered to the right location on time, every time.



Contact General Sales

### 1.111 Rigging (see also Alan Campbell Group)

**telent** engineers and rigging team perform the install and commissioning of base station, switch sites, point to point microwave links, point to multipoint, mesh networks and broadcast systems.



Contact our Network Services business

### 1.112 Roads

**telent** have over thirty years experience providing integrated services and solutions to clients in the Road industry. Services and solutions include consultancy, systems integration and asset maintenance and management.



Visit the **telent** website for more information on...

- Our capabilities in the Traffic sector



Contact our Traffic Technology business

### 1.113 Roadside technology

**telent** are well equipped to meet customers' requirements with regard to the installation, commissioning and maintenance of roadside electronic equipment, the maintenance and provisioning of private transmission networks including system design and turnkey solutions for Intelligent Transport Systems (ITS).



Contact our Traffic Technology business

### 1.114 Safety

**telent** has a robust Health & Safety and Environmental Management System operated through the Quality Management System and linked into the working procedures of the division. It is formulated from the principles of HS(G)65 and we are currently seeking certification against the requirements of OHSAS:18001.

Our Management System is documented and includes appropriate policies, procedures, work instructions and guidance documents. All employees are required to operate under this management system whilst working for any **telent** Project and the Systems are an integral part of business processes within **telent**. The QEHS Team work closely with Management and Operational staff to ensure implementation, operation, monitoring and success of those systems. **telent's** QEHS organisation is able to provide consultancy to our clients particularly in market segments such as transport, where we have experience over many years and where safety and systems assurance are paramount.



Visit the **telent** website for more information on...

- Health & safety



Contact General Sales

### 1.115 SDH

Synchronous Digital Hierarchy. SDH is a multiplexing protocol that allows several streams of data to be transmitted across fibre. Originating in **telent's** history as part of Marconi our design engineers have extensive experience in the design and deployment of SDH networks.



Contact our Network Services business

### 1.116 Service Centre

**telent** Service Centre, operates 24/7/365 and covers support and maintenance services across a wide range of market sectors. Our excellent support tools allow us to manage our engineering resources throughout the UK to get an engineer with the right skills to site in the minimum time. The Service Centre is equipped to deal with corporate customers as well as end users and we are also accredited to manage security related contracts/infrastructure. Our Service Centre has resilient communications connectivity and our business continuity strategy enables us to remobilise the Service Centre on our backup site within a few hours should a major failure occur.



Contact General Sales

### 1.117 Service management

**telent's** customer integrated service management platforms enable us to rapidly identify network issues, and swiftly deploy the most suitable engineers, whilst real-time access allows you to track job status through to completion 10:10



Contact General Sales

### 1.118 Signs (electronic)

Working with advanced electronic signs manufacturers **telent** deliver robust, effective, cost effective public information systems in transport environments including the London Underground and UK motorways.



Contact our Metro business or Contact our Traffic Technology business

### 1.119 Site engineering

Site engineering services from **telent** ensure that all practical aspects of an installation design are considered, and workable solutions presented. We provide you with all relevant plans, documentation, method statements, etc. and supply all relevant instructions to install a vast range of network components. We also offer the support and expertise clients require for site design, installation, commissioning, methods and standards, and network management build on site.



Contact General Sales

### 1.120 Site rationalisation

**telent** provides technical and on-site expertise to manage the removal of fixed and wireless equipment and infrastructure from redundant sites. We can decommission and re-host equipment where necessary, whilst managing all aspects of legal compliance for site termination agreements.



Contact our Network Services business

### 1.121 Spares and repairs management

Equipment spares are an essential requirement in supporting a live network, to enable rapid rectification and underpin network availability. Similarly, as a network grows, the range of equipment to support widens. In turning to **telent** for repairs and spares management, clients benefit from minimising capital expenditure and reduced legacy assets. Return on investment is maximised as the client is assured the spares holdings are always current and serviceable.



Contact General Sales

### 1.122 Support

Our 365x24x7 support and maintenance services provide an always-on service level assured fix, covering both corrective and preventative maintenance, with fully managed network spares and repairs.



Contact General Sales

### 1.123 System X

System X was the name of the UK's first national digital telephone exchange system, developed and rolled out in the early 1980s. Many operators are in the process of upgrading their exchange systems but System X continues to handle substantial network traffic. **telent** is able to support and maintain System X and can put our knowledge of the system at your disposal when you want to upgrade to newer technologies without disrupting existing services.



Contact our Network Services business

### 1.124 Systems engineering ( see also Consultancy and Engineering)

**telent's** systems engineers have broad product training capable of addressing any system integration issues from application design; system design & systems integration; validation & verification, installation & commissioning and maintenance activities.



Contact our Network Services business

### 1.125 Systems Integration

Our labs host a suite of application and network layer platforms from multiple vendors and provide a comprehensive test bed for a range of major technology deployments, giving our clients a risk-free, efficient solution to evolve their network. **telent** is equipped to provide a representation of customer's networks to replicate customer faults and verify upgrades and integration before live implementation.



Visit the **telent** website for more information on...

- Systems integration



Contact our Network Services business

### 1.126 Telecoms

The entry of service providers from media markets creates new challenges for incumbent and competitive telcos alike. **telent** has substantial expertise in telecommunications, having played an integral part in the construction of the 20th century telecoms network, and is equipped for the challenges of tomorrow.



Contact General Sales

### 1.127 Temporary sites

**telent's** experience in managing and deploying temporary mobile sites will support special events, or short-medium term requirements to enhance wireless network capacity. We will provide a complete wireless package for coverage scheme deployment including RF survey, RF design, acquisition, installation design and construction, and installation and commissioning.



Visit the **telent** website for more information on...

- Our wireless offering



Contact our Network Services business

### 1.128 Traffic Signals UK

In March 2008, **telent** acquired TSEU, a specialist provider of traffic control solutions and services in the urban roads market. The combination of **telent's** consultancy and systems integration capability and TSEU's traffic equipment offerings mean we're able to offer a wide range of solutions to local authorities faced with increasing traffic congestion.



Contact our Traffic Technology business

### 1.129 Training needs analysis

Our support and maintenance specialists can analyse our client's in-house engineering capabilities, identify gaps and create training programmes to allow them to take advantage of our service expertise whilst retaining internal resource.



Contact our Network Services business

### 1.130 TRAMMS

**telent** have developed a fully integrated tool to manage all aspects of preventative/corrective maintenance and we've called it TRAMMS (Transport Maintenance Management System). As the name suggests, the system was designed for use in the transport sector where huge numbers of assets are in use across a massive geographical area. We found the system so useful that we've tailored it for use in other markets such as Emergency Services and we can customise TRAMMS to meet requirements in almost any sector.



Contact our Metro business

### 1.131 Transition management

**telent** can support the physical implementation of your network. We provide tailored installation design solutions and produce any relevant documentation to ensure safe installation for each site, its equipment and supporting infrastructure, in accordance to the internationally recognised ISO9001 standard. **telent** is experienced in the provision, proving and execution of customised migration strategies to transition between old and new networks in a controlled manner with the minimum impact on customer service.



Contact our Network Services business

### 1.132 Transport

**telent** has a well established pedigree of service provision in the Urban and Inter-urban road networks as well as in Network Rail and Metro/Light Rail sectors



Visit the **telent** website for more information on...

- Traffic
- Metro
- Rail



Contact our Rail business or Contact our Traffic Technology business

### 1.133 TUPE

Transfer of Undertakings, Protection of Employment (TUPE) regulations ensure that, when employees transfer from one organisation, their terms and conditions of employment are safeguarded. Coupled with our experience in integrating workforces, **telent's** in-depth knowledge of TUPE allows our client's to take advantage of the benefits of out-tasking without putting their people at risk.



Visit the **telent** website for more information on...

- TUPE People Transfer



Contact General Sales

### 1.134 Turnkey solutions

Our goal is to integrate business needs and where appropriate, optimise existing systems, in a whole-life turnkey approach. **telent** have applied Whole Life Cost Modelling techniques to some of our major projects to optimise the balance of capital investment and operating costs.



Contact our Network Services business

### 1.135 Urban traffic control (UTC)

**telent's** UTC solutions tackle congestion, identify traffic hot spots, make signals more efficient, improve public transport networks through selective vehicle priority, deliver more traffic information and enable intelligent transport services to be deployed.



Visit the **telent** website for more information on...

- Tackling West Midlands Traffic Congestion



Contact our Traffic Technology business

## 1.136 Unified Communications (UC)

**telent** design and collaborate with best of breed manufacturers to provide Unified Communications systems that includes three or more of the following elements: voice, unified messaging, video, mobility, web/data collaboration, conferencing and presence management. Unified Communications usually encapsulates:

- Real-time communications systems focus on fundamental communication between individuals using applications or systems such as audio conferencing, instant messaging, traditional PBX, next-generation (VoIP communication systems) and paging.
- Unified messaging which has been specifically developed to help improve on voice-mail, e-mail and fax based media.
- Multimedia applications, unified communications includes messages from mixed media types such as video, sound clips, and still images including communication via the now widely used short message services (SMS).
- Collaboration with specific emphasis on applications such as calendaring, scheduling, workflow, integrated voice response (IVR), and other enterprise applications that help individuals and groups communicate with greater efficiency.
- Transactional and informational systems which provide access to e-commerce, voice Web-browsing, weather, stock-information, and other enterprise based applications.

We collaborate with partners such as Microsoft, Cisco, Aastra and Avst for our UC solutions.



Visit the **telent** website for more information on...

- Enterprise services



Contact our Network Services business

## 1.137 Unified Messaging (UM) & Voice Mail (VM)

UM is a subset of UC and our core is either Aastra's MXOne Messaging or Avst's CallXpress which is an advanced voice mail system that answers your calls when you can't. With its automated attendant function, any information stored in a database can be spoken or faxed to your customers via Interactive Voice Response (IVR). With Message Notification never miss another urgent call or message no matter where you are. With both systems you can manage your voice, fax and e-mail messages from any location at any time via laptop, telephone, mobile phone or the Internet. Its Unified Messaging capability improves productivity; all of your messages voice, fax and e-mail appear in your Microsoft Outlook®, Lotus Notes®, or other IMAP4-compatible e-mail box. Messages can be prioritised easily and accessed in any order.



Visit the **telent** website for more information on...

- Enterprise services



Contact our Network Services business

### 1.138 Variable message signs

Command & Control Centres overseeing some of Britain's busiest motorways - such as the M6 - use remotely controlled Message Signs to effectively manage the flow of traffic. This method allows lanes to be opened and closed depending on traffic load demands at any given time. **telent** have the capability to design, install and maintain variable message signs such as these.



Visit the **telent** website for more information on...

- Transport solutions



Contact our Metro business or Contact our Traffic Technology business

### 1.139 Vehicle location systems

Automated Vehicle Location System (AVLS) is an advanced, turn-key fleet management solution using PMR, GPRS and GPS systems. Evaluating the location of public transport, emergency service or logistics vehicles allows informed decision making about which vehicles/drivers to call on in any given situation.



Visit the **telent** website for more information on...

- APLS



Contact our Traffic Technology business

### 1.140 Video (See also CCTV)

The use of CCTV to enhance security, safety and building management has grown at an unprecedented rate with around 1.5m cameras now used for public space surveillance in the UK. **telent's** support and maintenance services cover CCTV systems and the networks on which they operate.



Visit the **telent** website for more information on...

- Video



Contact our Metro business or contact our Network Services business

### 1.141 Video Conferencing – (ViPr)

**telent's** Advanced Virtual Presence communications video conferencing system was developed by the company in early 1990's and is now part of the Aastra portfolio. The definitive visual communications system, 'Aastra ViPr' offers dramatic "virtual presence" functionality for video interaction between two or more geographically dispersed parties. Mature and based on the H.264 standard, ViPr raises the bar for high-quality video telephony while maintaining full interoperability with standard telephone systems and legacy video conferencing.

Collaboration between remote parties, a ViPr "call" is as good as a face-to-face meeting without the travel expense. And ViPr's simple, intuitive user interface has been validated during human factors testing and through real-world experience. First-time users establish multiple-party video conferences within a few minutes with minimal training.



Contact our Network Services business

### 1.142 Voice over IP (VOIP) (see also Premises Networks Management)

**telent's** VoIP solutions combine your voice, video, data, security and wireless capabilities on one network, negating the costly requirement of hosting services on multiple servers.



Contact our Network Services business

### 1.143 Wireless networks (see also Alan Campbell Group)

**telent's** technical know-how in the wireless domain spans the entire network lifecycle. From network planning and implementation, through to support and maintenance, **telent** can optimise your network efficiency, whilst improving the level of service to your customers.

ACG (the Alan Campbell Group), now part of **telent**, is a communications infrastructure provider in the UK wireless and broadcast sectors, with an enviable reputation for quality customer service. ACG's main customers include (in alphabetical order); Airwave, Arqiva, Ericsson, National Grid Wireless, Nokia (now NSN), Orange, T-Mobile and Vodafone.



Visit the **telent** website for more information on...

- Wireless Infrastructure



Contact our Network Services business

## Key contacts for further information

We attempt to keep this contact information as up to date as possible but if you are reading a printed copy and any of the contact details below are found to be no longer current, please accept our apologies. An electronic copy of the current version of this document is available to download from <http://www.telent.com/services>


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