

COMPANY CASE STUDY

World Heritage site upgrades to digital with Sepura DMR.



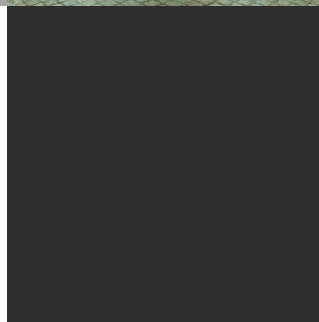
PROJECT OVERVIEW

Sepura Channel Partner 2826 Ltd has recently installed a new Sepura Digital Mobile Radio (DMR) solution at World Heritage site, Blenheim Palace. The heritage status of Blenheim Palace and Park sits alongside other unique and diverse World Heritage Sites such as the wilds of East Africa’s Serengeti, the Pyramids of Egypt, the Great Barrier Reef in Australia and the Baroque cathedrals of Latin America.

Operational staff welcome thousands of visitors on a daily basis to Blenheim Palace and giving each and every member of the public a truly memorable experience takes much planning and preparation, therefore reliable, robust communication tools are of paramount importance. Heather Carter, Head of Operations and her team had concerns regarding their ageing analogue two-way radio system that lacked features, functionality and offered only limited site coverage; therefore decided to look at upgrading their system to “digital” and went out to competitive tender.

Hampshire-based, Sepura Channel Partner, 2826 Ltd, was invited to Blenheim Palace to demonstrate the Sepura digital portfolio. At the same time as the demonstration and initial consultation a detailed coverage survey was also conducted to enable 2826 Ltd to put together a plausible proposal. At the end of the tender process, Blenheim awarded the contract to 2826 Ltd.

“We are delighted with our new Sepura DMR system and very impressed with the consultative approach, smooth installation and new relationship we now have with 2826 Ltd”, said Heather Carter, Head of Operations.



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AT A GLANCE

Challenges

- Analogue to DMR
- Poor site coverage & audio quality
- Large visitor numbers

Benefits

- Audio clarity
- Enhanced battery life
- Excellent visitor experience
- Additional emergency features.



"We were very impressed with the Sepura features offered which included amazing audio clarity, long battery life, extra functionality which includes an Emergency button feature which is linked to our building alarm system procedure and of course the site wide and in-building coverage that we've never experienced before".

Heather Carter
Head of Operations

OBJECTIVES

Upgrade and migration from an ageing analogue system which offered limited coverage to a new digital system. The World Heritage Site welcomes thousands of visitors on a daily basis and the Blenheim team were determined to offer each member of the public a truly memorable experience.

The operations team at Blenheim required a reliable, robust communication tool to ensure excellent customer service was offered to visitors, as well as safety.

SOLUTIONS

The new Sepura DMR Tier II solution comprises one SBR8040 repeater providing site wide coverage, sixty SBP8340 non keypad radios with coloured fronts for easy talk group recognition, seven SBP8040 full keypad/display management radios, one SBM8040 desktop display radio connected to one SICS eXpress PC dispatcher application which manages and records the system's messaging, call logging, emergency alarms and GPS mapping.

BENEFITS

Coverage & audio clarity

Site wide and in-building coverage ensuring clear and reliable communications across a wide area.

Extra features

Additional features incorporated into the standard system, include Emergency button feature linked to building alarm.

Consultative approach

Clear solution aims and objectives outlined at the offset and Installation, migration and training made easy for the client.

Battery life

Dramatically improved battery life compared to ageing analogue system that was replaced.