

## COMPANY CASE STUDY

2826 support Sepura with DMR Deployments at Hampton Court Place and Tower of London.

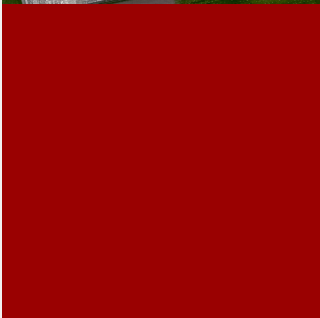


### PROJECT OVERVIEW

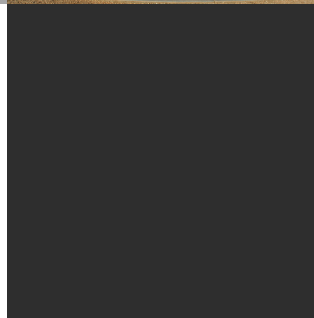
Sepura has been chosen to provide DMR Tier II communication systems for five of the palaces cared for by independent charity Historic Royal Palaces (HRP). The networks, which comprise 500 radios and 8 repeaters, have replaced HRP's legacy analogue system at the Tower of London, Kensington Palace, Hampton Court Palace, Banqueting House and Hillsborough Castle. It is anticipated that additional radios will be supplied on a radio equipment hire basis for seasonal events providing two way radio security.

Gary Maughan, Sepura's Regional Sales Director UK&I, said: ***"We are delighted to work with Historic Royal Palaces to improve communications at these world renowned locations. It was important that we took the time to identify each location's individual challenges to enable us to provide the appropriate solution from our wide ranging portfolio, and our nationwide network of partners provided local support to the geographically spread locations. It was clear from the start that Historic Royal Palaces would demand a level of efficiency, functionality and reliability from their communications network to correspond with their own first class procedures, which are required to successfully operate celebrated and publically visited landmarks such as, the Tower of London. We are pleased that our solutions were able to satisfy these requirements."***

The HRP deployment utilises all of the functionality available on Sepura's radios, including GPS and personal security applications such as Man-Down and Lone Worker. The deployment to a digital system took advantage of Sepura's established and proven analogue to digital migration procedure, and the system is designed to be able to grow and adapt as HRP's communications requirements develop.



**sepura**



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### AT A GLANCE

#### Challenges

- Analogue to DMR
- GPS & personal security functions
- Audio quality

#### Benefits

- Man-down & lone worker functions
- Strong, clear voice signals
- Enhanced visitor experience

### OBJECTIVES

Replacement of a legacy analogue system with a new digital system for the iconic and world renowned Historic Royal Palaces in London. The overall objective of the new system was to improve communications and resulting visitor experience across all of the famous sites including Tower of London, Kensington Palace, Hampton Court Palace, Banqueting House and Hillsborough Castle. Each of the prestigious locations had individual challenges requiring a tailored solution.

### SOLUTIONS

The HRP deployment utilises all of the functionality available on Sepura's radios, including GPS and personal security applications such as Man-Down and Lone Worker.

The deployment to a digital system took advantage of Sepura's established and proven analogue to digital migration procedure, and the system is designed to be able to grow and adapt as HRP's communications requirements develop.

### BENEFITS

#### Efficiencies

Equipment upgrade with specifically tailored solutions for each site resulted in operational efficiencies for staff.

#### Sound quality

Stronger signals and digital noise cancelling improved sound clarity and quality for all users.

#### Reliability

The new Sepura digital radio solution comprises multi repeater infrastructure providing reliable coverage across all sites.

#### Technical Support

Technical support to oversee migration from analogue to digital to ensure a smooth process for the client.



*"We have already noticed that audio quality was immediately much improved: voice signals are stronger and digital noise cancelling means that background noise on transmission is noticeably reduced. We anticipate that this deployment will help to increase efficiency and enhance the customer experience for visitors to Kensington Palace."*

**Steve Sullivan**

**Security & Facilities Manager**