



Your communications partner.



Your communications partner.

Since 1973, Radiocom's, a provider of business critical communication solutions has been a trusted supplier to airports, airlines, and aviation services.

Our solutions include an extensive portfolio of integrated communication technologies, including digital radio systems, LTE, G2A, body-worn cameras, and software applications to enhance employee safety, create time-savings, and deliver cost-saving benefits.

This is all supported by our airport based engineering teams and managed services providing 24/7 support.



Contents.

Understanding the aviation sector.	Page 4
The process.	Page 5
Product portfolio.	Page 7
Our aim for you.	Page 8
Examples of current aviation solutions.	Page 9



Understanding the aviation sector.

Radiocom has extensive sector-specific experience and know-how, already partnering successfully with many aviation companies. This means we understand, first-hand, the issues potentially facing your business: from ground and air staffing shortages, to the rising demand for skilled workers, queues at immigration and security checkpoints, cargo movements, and the need to keep your flights moving on time. Whether you are a new business looking to set up effective systems, or an established business looking to update, develop or integrate your voice, video and data communications networks, we can provide a tailored,

hands-on approach to equip you with the right communication tools you need to overcome these challenges.

Delivering the total solution: from initial consultation and design, implementation and installation through to ongoing technical support and maintenance, our systems are always designed to offer the best for your business needs. And, with us, you will have the financial and operational flexibility to choose whether this is through capital expenditure or a monthly managed service.

Overview.

- Delivering successful solutions to UK airports, including Heathrow, Gatwick, Stansted, Manchester and Southampton.
- Dedicated and airport security cleared engineers supporting you from our offices at Heathrow, Stansted, Manchester and Southampton airports and service centres in London and Swansea. Providing 24/7 365 technical support, advice, fault finding to keep your business running smoothly and safely day to day.
- Continually investing in both technology and our teams, through growth, training and upskilling, such as aviation-specific training and airside vehicle passes, so we can ensure quality of service.
- A wide portfolio of integrated, innovative communication technologies from a range of trusted suppliers.
- Customers comprising of airlines, ground handlers, and cargo and support companies, such as British Airways, Virgin Atlantic, United Airlines, Jet2, Do & Co, Enterprise, National Express and Menzies Cargo.



The process.

We summarise below the usual steps we take during deployment. However, being an independent organisation, we have the total flexibility to adapt to your precise requirements and time frames. We aim to:

Pre-deployment

- **Design:** clarify your needs and design a solution to meet your operational requirements, saving you time during the development phase.
- **Possibilities:** identify gaps and possible integration between your existing technology and the technology you need to meet future objectives, with the aim of achieving both cost savings and optimal operational performance.
- **Future-proofing:** anticipate forward capacity and changing requirements, to ensure your system always meets your expectations by creating a migration plan; this allows your chosen technologies to continuously evolve, both in terms of capacity and capability.

Deployment

- **Intelligent deployment:** we fully source, engineer and install your voice, video and data communications solutions to your precise requirements and time frames, with no loss of service.
- **Testing:** once deployed, we fully trial all parts to ensure everything is operating correctly.
- **Training:** we provide both on-site and video (via an app) training so your staff are always fully equipped to use and manage your systems effectively.

“
Radiocom has delivered on our high expectations and we would recommend Radiocom to other partners working in a similar airport environment.

Chris Hughes, Base Manager, Ryanair

”

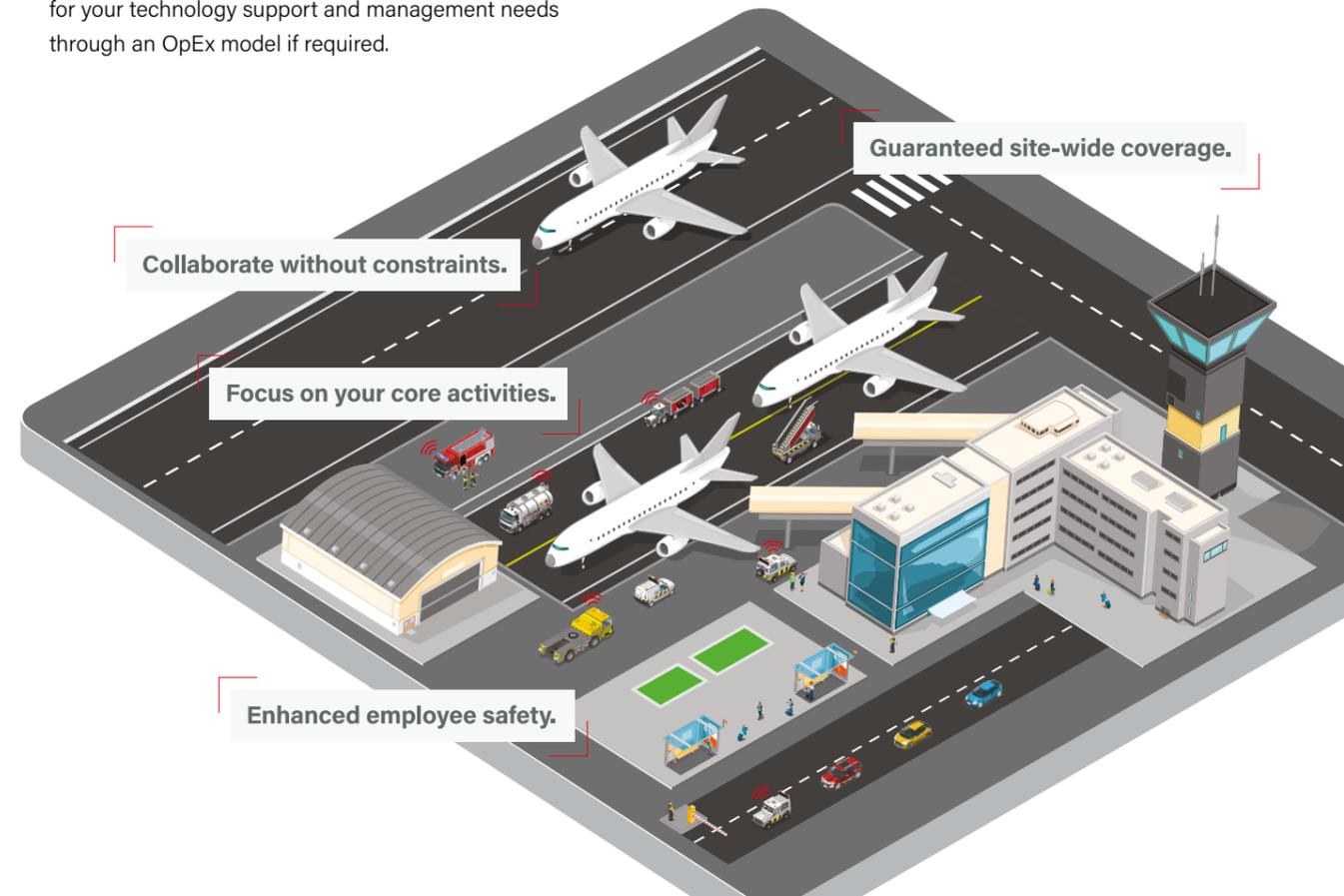


Ongoing service and support.

- **Services:** we have created an extensive portfolio of customised or standard managed service packages across a whole technology life cycle. This ensures we provide the level of support you need and help drive operational efficiencies across all the technology platforms we deploy.
- **Digital transformation:** we can help you to address unique challenges and incorporate the latest technology trends into your business digital strategies.
- **24/7 support:** our on-site and remote teams are always on hand for expert troubleshooting and highly responsive network device and infrastructure repair and maintenance; moreover, all our RSL engineers are trained and certified in Ground-to-Air, Ground-to-Ground, GMC and Tower technologies.

- **Accountability:** we offer customer-specific service level agreements (SLAs) and key performance indicators (KPIs). This ensures improved infrastructure and device availability, as well as enhanced security and reliability, resulting in maximum uptime.
- **Smart budgeting:** you will be able to budget in advance for your technology support and management needs through an OpEx model if required.

“ Radiocom have been instrumental in supporting our business at every turn. Their knowledge and professionalism are second to none. In terms of the installations to our vehicles, the team were informative, efficient and worked around any problems they encountered with ease whilst constantly updating us with their progress. *Operations Manager, National Express* ”



Product portfolio.

- DMR
- LTE
- Broadband Push-to-Talk (BBPTT)
- Ground-to-Air

Our multi-technology, multi-vendor product range features the latest tested, agile technology to ensure our solutions are secure and flexible; providing your employees with the necessary communication and monitoring tools to work more efficiently and safely. This, in turn, boosts employee satisfaction, loyalty and

- Accessories
- Body-Worn Cameras
- Software Applications
- Mobile Broadband

performance, as well as overall business advantage. We regularly invest in new technologies, so please ask if the solution you are interested in is not listed. This is all supported by airport based engineering teams and managed services.



5 points to consider when selecting a communications system and devices.

Coverage

Is our current communication solution / network providing coverage in the areas we need it to? Is our operational area due to change, how will this impact our current coverage footprint? How can we expand it?

Control

Do we have a high degree of control over the security and operation of our selected technology? Can the system be configured for our specific use case?

Capacity

Can the system expand and adapt to future business needs? Is it engineered to address peak usage, using dedicated licensed spectrum, and has resiliency built in so calls will always get through even in an emergency situation?

Capabilities

What features and capabilities are available to support safety and improve productivity? Consider: location services, added encryption and security, text messaging, telemetry, and remote device management.

Cost

Is the technology we are selecting a long-term investment with predictable costs? Consider: do we have to pay additional airtime or ongoing maintenance costs.



“ We were looking for an easy-to-deploy, scalable system which could provide a proven site-wide coverage footprint. Further requirements included a high level of resilience and security, and the need for ongoing on-site engineering support and maintenance.

Mick Field, General Manager, Aero Mag

”

Our aim: to achieve maximum interoperability while minimising costs for our customers.

The voice, video and data communication systems we deploy are currently in a period of rapid development and innovation, driven predominantly by evolving standards, cybersecurity challenges and digital transformation. The aviation sector is perfectly poised to continue its growth and benefit from these new powerful and complex solutions.

Radiocom is already collaborating with numerous customers in this sector to integrate and streamline these technologies across networks, devices, and applications.



Examples of current aviation solutions.

MAG at Stansted and Manchester, Heathrow Airport Holdings Limited and AGS Airports at Southampton:

Radiocom has deployed and manages airport-wide, digital radio networks providing ground-to-ground radio communications for hand portables, fixed mobile radios and in-vehicle radios, as well as ground-to-air networks and radios to support GMC and cloud communications (push-to-talk over cellular).

A range of integrated technologies compliment the overall operation of the communication systems including body-worn cameras and dispatcher, GPS tracking and voice recording

software to deliver a solution that empowers employees, streamlines processes, and reduce costs.

This is all supported through our on-site engineering teams providing a comprehensive range of services including 24/7 technical support, including a fully managed service, maintenance contracts, fault finding, installations and survey services. This ensures that the communication systems in the airports are constantly monitored and optimised for uninterrupted performance.





Examples of current aviation solutions.



The DMR capacity max radio network provided by Radiocomms assists National Express in effectively tracking and maintaining communication with their drivers. This includes both landside and airside areas, enabling uninterrupted communication. This reliable network ultimately ensures a safe and secure on-time round-the-clock service for National Express.



By deploying WAVE applications on a standard IP network, BA has successfully expanded its ground-to-air radio communications to desktop PCs. This has allowed BA to benefit from a more flexible, scalable, and future-proofed communication system for ground-to-air operations. Additionally, Radiocomms provides services to BA in various locations around the globe.



Two way radios provide a resilient and robust communication system for Ryanair's Blue Handling team, which is responsible for the carrier's above-and below-wing ground handling, supporting their inter team communications and ensuring they are providing them with the tools they need to operate safely and efficiently.



To accommodate United's increase in daily flight numbers, and to effectively manage and meet their increased daily business needs they have implemented a variety of communication solutions. This includes a DMR Tier III digital trunked system, ground-to-air systems, and VOIP which enables safe and efficient communication for airside maintenance, airside operations, push back vehicles, ramp services, and customer services. These communication solutions allow United to effectively coordinate their daily operations and ensure that all necessary departments are able to communicate efficiently.



Aero Mag is using on-site, wide area DMR devices and ground-to-air networks for robust communications between pilots and their teams who provide de-icing facilities at Heathrow and Manchester airport.





Let's start a conversation.

Talk to us 033 3939 0022 | Email: sales@radiocomms.co.uk

www.radiocomms.co.uk

Head Office: Radiocomms Systems Limited, Units 2 & 3 The Chase Centre, 8 Chase Road, London NW10 6QD

Images courtesy of Manchester Airport Group and Aero Mag

