

Communications News

Issue 16

January to March 2010

2009 was another successful year for TES. Naturally, many thanks go to all our customers and stakeholders for their support and we genuinely hope that we can continue our mutual productive relationships into 2010 and beyond. As ever feel free to contact us if you have any suggestions as to how we can improve our service to you and we look forward to working with you in 2010.

Expanding the Product Portfolio for 2010



As a leading expert in communication solutions, TES are continually examining new technologies to provide our clients with the answers to all their communications needs.

In 2009, Digital radio was introduced into the portfolio and clients in a variety of industries are now benefitting from improved audio clarity and

increased productivity not to mention longer battery life on all digital handsets. In 2010, TES will be introducing further applications or 'bolt-ons' which enhance the functionality of digital radio and provide such options as radio dispatching systems, call logging, voice recording and outdoor GPS based localisation.

For the first quarter of 2010 we are delighted to announce the introduction of two new products. GPS Vehicle Tracking Systems are quick and easy to install and provide around the clock visibility of your mobile workforce with live real-time information directly to your PC. In addition TES have also enhanced their radio solutions offering to include the new Rohde & Schwarz ACCESSNET®-T Campus IP. Rohde & Schwarz have recognised TES as a leading provider of innovative solutions providing a range of integrated products and design to meet any requirement. The ACCESSNET®-T Campus IP is a welcome addition to our portfolio giving a cost effective TETRA solution for customers who demand the advanced features normally only available on national systems. Rohde & Schwarz are a leading supplier of TETRA solutions globally and TES are proud to enter into partnership with them to offer a market leading solution to our clients.

Our portfolio for 2010 now consists of:

- Vehicle Tracking
- Tetra
- Mesh and Point to Point/Multipoint
- Atex radio systems
- Digital Radio
- Trunked radio Systems
- Man-down and Lone worker radio applications
- Digital and analogue radio systems
- Multi-site trunked radio systems
- Radio system maintenance
- Radio and ancillary repairs
- Radio health Clinics
- Radio Hire

Now Available - Secure & Scalable Tetra System

The ACCESSNET®-T Campus IP is a compact TETRA system solution that makes the powerful TETRA technology affordable for all network operators. The ACCESSNET®-T Campus IP saves space, is easy to install and can be operated without expert-level knowledge. Featuring IP-based data transmission, it is fully in step with today's market and can be adapted to operational requirements and processes. With the future in mind, the ACCESSNET®-T Campus IP keeps all doors open: Extra base stations and applications can be added and, if required, the existing system can be expanded to create a large system. In other words, today's investment will continue to be safe tomorrow.

ACCESSNET®-T Campus IP is a plug & play solution

- No special knowledge for operation of the ACCESSNET®-T Campus IP necessary
- For commissioning, only a few parameters need to be entered



ACCESSNET®-T Campus IP is usable even without network management system and dispatcher

- ACCESSNET®-T Campus IP meets the customer requirements for single-site and small radio communications systems in an optimum way

Expand your system as your organisation grows

- ACCESSNET®-T Campus IP supports up to three base stations with a total of six TETRA carriers

Secure and fault resistant

- High quality of speech due to digital TETRA technology
- Only registered mobiles can talk and listen to calls – TETRA thus provides fundamental security

Call TES for information on how the ACCESSNET®-T Campus IP can benefit your business.

Outstanding Quality and Value from our Web Based Vehicle Tracking Systems

Whether you manage a fleet of vans or require portable tracking to protect your trailers, your business can benefit from an easy



and cost effective GPS Tracking system. Our live, real-time tracking system allows you to see where your vehicles are at any point. Plus you can access your vehicle information at anytime from anywhere in the world using an internet connection. Monitor your fleet fuel use, compare across your fleet and analyse driver habits to increase mpg which controls your costs and saves you money. Use the live system to track down stolen vehicles or assets to assist the police in recovering your property as quickly as possible. Tracking can also help companies comply with the Working Time Directive and lone workings can also be monitored.

No matter what fleet size you have, TES have fleet tracking solutions for:

- Vans** – Manage your van fleet by allocating the best placed driver for the job, thus distributing work evenly
- Trailers** – Locate your trailers: uses a combination of rechargeable or stand-alone devices

Plant – Anything can be monitored from generators to large dump trucks, helping you prevent theft

HGV – Monitor fuel costs, waiting times, refrigeration and the Working Time Directive

Agriculture – Security for all your farm equipment, from tractors to combine harvesters

Cars – Increase productivity with improved route planning and enhance customer service by ensuring appointments are reached on time

Valuable Goods – Discretely protect your high-value assets and non-powered items

Personal – Exercise a duty of care by ensuring your employees or family are safe

So if you want vehicle tracking to ensure that your drivers are not speeding or wasting time, or if you need to provide proof of service, plan efficient routes, reduce administration for vehicle maintenance with reminders or all of the above, TES have a solution for your business.

For more information and a demonstration please contact 01772 901901 and ask for the sales team, alternatively email sales@tes.ltd.uk



Innovative radio solutions for one of the UK's Largest Security Services Providers



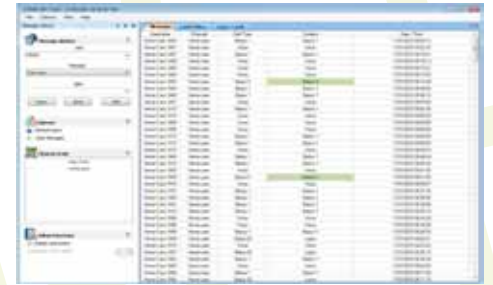
TES's commitment to long term relationships and providing the most up-to-date solution is demonstrated through the development of a bespoke system used in secure environments.

In 1995 TES were chosen to supply, install and maintain complete radio communications systems at numerous prisons and detention centres across the UK. Following years of continuous service TES offered a new solution that provided increased reliability, durability and safety. After initial in-depth discussions and site surveys, TES developed a multi-channel command and control radio system.

The system:

- Combines the command and control software (pictured right) with the durable and capable hand portables (pictured left)
- Offers controlled voice communications for the security and facilities management teams
- Enables the use of text and status messaging to assist in the efficient use of the radio channels allocated
- Provides a log of all calls made to and from control which can be used to examine radio system activity during any incidents under investigation

The complete system replacement process for each site included working demonstrations at TES Limited's premises in the North West of England where the client could gain knowledge and an understanding of the functionality of the system on the system. No site was the same and they each had their own 'bespoke' requirements that had to



be taken into account. Prior to installation and commissioning at each location, TES prepared method statements and carried out risk assessments which minimised disruption to the running of the secure establishments, whilst commissioning of the new system took place.

In continuation of TES Limited's service to this client, they provide an ongoing comprehensive (24/7/365) maintenance service supporting the infrastructure and all the mobile units onsite.



Sales Force and Purchasing Power

Recently we added a new member to the sales team, Phil Craven (pictured right), who will be responsible for New Business Development. Also we welcome a new Purchasing Manager, Ian Treanor (pictured left), who has been tasked with improving our buying habits and streamlining our purchasing procedures. We would like to welcome them both to the family and wish them every success at TES.

Radio Clinics

Do you operate 10 or more hand portable radios? If the answer is yes, TES Limited can provide you with a consultative radio equipment health check at a competitive price.

This involves a complete assessment of all your current equipment and setup, for a basic equipment specification check. We then provide recommendations for improvements if needed. We can also provide you with spares and replacements if required. Previous customers have benefitted from our clinic which ensures your system continues to work to its optimum performance. The clinic can be carried out by a TES Limited engineer at your premises on a pre-arranged date, or you can send your radios to TES Limited and hire temporary replacements whilst we carry out your health check.

For a personal non-obligation quotation or for further information call our friendly, professional staff on 01772 901901 or email sales@tes.ltd.uk

Free Fleet Upgrade pay for only Maintenance

Are your hand portables coming to the end of their working lives? TES can replace your fleet of hand portables free of charge with quality refurbished hardware, and all you pay for is the maintenance. A cost effective solution for fleets of any size.

Call us for more information 01772 901901

Satisfaction Survey

It's been six months since we asked you for your opinions and we are very keen to hear your views on how you value the service we provide plus any feedback you can offer is gratefully received.

We will be distributing our Satisfaction Survey via post. We are offering every responder a fabulous free gift. If you do not receive a copy and would like to participate please complete our online survey by following the link on the About Us page on our website www.tes.ltd.uk/aboutus



Do you know anyone holding a charitable event?

If the answer is yes, please pass on our details. We have hire radios that we will loan out free of charge. All in aid of a worthy cause. For information please call 01772 901901 and ask for the sales department.



This month we shine the light on the Marketing Department. Lindsay Bellamy our Marketing Executive, who is continuously improving our brand image and brand recognition, was able to spend half an hour to answer our questions!

Spotlight ...on Marketing

1 Please give a brief summary of your working background - e.g. where your career began and how it has evolved over the years

In 2004, after a year at UCLAN studying Accounts I decided university wasn't for me and searched for a full time marketing role. Shortly after applying to a few local companies I was offered the position of Marketing Executive here at TES.

2 What is your role at TES; describe a typical working day for you?

Marketing Executive – a typical day consists of helping the sales staff complete administrative tasks, raising paperwork and quotations for our customers. Every day is different and the marketing role requires me to gather content for the newsletters, arrange mail shot campaigns, purchase customer gifts and generally assisting the Sales & Marketing Manager.



3 What training courses have you attended so far or plan to attend in the future? I have achieved an NVQ level 3 in Administration and an Introductory Certificate in Marketing and I'm ¾ of the way towards receiving a Professional Certificate in Marketing with the CIM.

4 What is your favourite hobby? My favourite hobby has to be my car. I have a 1996 Honda Integra Type R imported from Japan. I am a member of a local web forum MCR-VTEC, we get together every few months and show off our motors.

5 If you could meet any celebrity who would you choose? Sir Patrick Stewart - he is a legend.

6 Favourite holiday destination? My favourite place to visit is North Yorkshire, my roots are there, but I would love to travel to Canada.

Silver service

Includes

- ✓ 5 day turnaround on repairs
- ✓ Maintenance cover during business hours (09:00-17:00 Mon-Fri)
- ✓ Favourable rates for our out of hours service, preventative maintenance and spare parts
- ✓ Free Helpdesk and Technical Support

Gold service

Includes

All the benefits of Silver service plus:

- ✓ Priority repairs (3 working day turnaround)
- ✓ Fast emergency response to site (3 days)

Platinum service

Includes

All the benefits of Gold service plus:

- ✓ Free, fast return of repaired equipment
- ✓ Fast emergency response to site
- ✓ 24/7 Support, 365 days a year
- ✓ Free annual preventative maintenance (full calibration of equipment)

Maintenance Services

For over 20 years TES have successfully maintained complex radio systems within a variety of industries. We specialise in maintaining mission critical systems where fast response times are paramount.

Our engineers have the expertise and technical knowledge to provide maintenance support which can offer you increased flexibility, peace of mind, security and overall lower costs.

Choosing a maintenance contract with TES is as easy as 1 - 2 - 3 !

1

Choose the level of cover you require Silver, Gold or Platinum

2

Choose your term 1, 2 or 3 years

3

Choose your payment method, monthly, quarterly or annually

We can also offer maintenance and support on all fleets of any size and age (subject to survey).



In addition to our maintenance contracts, TES offers health clinics for equipment; this has proved very beneficial as it gives the opportunity to have an entire system integrity check to identify any weak areas and allow for improvement to system reliability if required.

Benefits ✓ Optimise radio performance ✓ Rectify coverage issues ✓ Increase system reliability

Digital radio - ideal communications for facilities management!

MOTOTRBO™

Communication is vital for facilities management teams who operate in large buildings, campuses, hospitals etc. The immediate notification of day to day accidents, spillages, fire drills and any other emergencies require the teams to have a fully functional, effective method of communicating, ensuring the health and safety of all personnel within the complex.

Where more than one team operates i.e. cleaners, maintenance, security, reception and IT contractors, it is essential that these teams have a means of communicating with one another when required.

Mototrbo digital radios have group calling features, which eliminates the need for all parties to hear what is being reported over the radio, and informing only those who need to know



what has occurred, and what action is required. In these environments it can sometimes be difficult to obtain consistently good reception especially at the far reaches of the complex, whether it is a large distance horizontally from one side of the complex to the other, or vertically from the basement to the roof, Mototrbo digital radios provide crisp and clear communications without any voice degradation to the very edge of the coverage area.

Fire safety and evacuation is another key area where radio communications are critical. Fire marshals need to communicate when evacuating the building of all personnel and visitors, and checking that areas are clear and reporting this back to the rest of the team.

For security manned premises where guards are required to carry out regular patrols, an application "Guard Tour" uses GPS for the tracking and recording of guard movements. This facility can also act as a safety function alerting a change of behaviour which could indicate a possible intruder or incident.

Digital radio offers many benefits over traditional analogue radio, including:

- Flexibility - you do not have to upgrade all your radios at once!
- 40% longer battery life!
- Integrated data applications

Whether your services include residential or commercial facilities management, building construction, cleaning, security or any other service provided, TES can offer you digital radios to ensure that your communications offer reliability and functionality.

The benefits of digital radio has to be seen to be believed, therefore TES can offer free, no obligation demonstrations. Call us on 01772 901911 and speak to our digital specialist, Mick Caffrey and ask for a demonstration.



Radio Licensing Applications - Let TES do the legwork!

At TES we pride ourselves on going above and beyond for our clients, so much that we take away the headaches and help you complete your radio licence application to ensure that the application is accepted first time. Being a radio supplier it is essential that we know all about Ofcom radio licensing. Here is a brief description of each type of Business Radio Licence.

What type of licence would be the best for me?

Simple UK Light: This licence authorises the use of hand-portable or mobile radio equipment anywhere within the UK. Base station use is not permitted. The licence fee is £75 for five years.

Simple Site Light: This licence authorises the use of a radio system operating a base station and mobile stations within a small geographical area (typically 1 kilometre or less). Frequencies available under

this licence class are typically used for radio paging systems. The licence fee is £75 for five years.

Technically Assigned: This licence is a flexible licence that authorises the use of a wide variety of business radio equipment. Licensees can choose from a wide range of frequencies across all Business Radio bands and a wide range of coverage areas, from very small (e.g. in-building coverage) to very large (e.g. a county). Licence fees are calculated on the basis of several factors including the size of the coverage area and the popularity of the frequency band and typically range from £75 to £1480 for a single channel assignment.

Area Defined: The Area Defined licence is designed for those customers who wish to have exclusive use of a frequency across 50km2 grid square, for a country or to cover the whole of the UK. Licence fees are calculated using a combination of frequency width, frequency range and region covered.

Availability of UK wide channel is extremely limited above 165MHz so if wish to purchase an Area Defined licence you should check first with TES regarding spectrum availability.

Some useful TES contacts

Sales & Marketing

Sales Account Manager

Mick Caffrey – 01772 901 911 – mpc@tes.ltd.uk

- Radio Sales
- Two-way radio hire short & long term

Corporate BDM Manager

Paul Farmer – 01772 901910 – pcf@tes.ltd.uk

- Mesh & Canopy products

Marketing Executive

Lindsay Bellamy – 01772 901912 – ljb@tes.ltd.uk

Sales & Marketing Manager

Donna Dent – 01772 901918 – dld@tes.ltd.uk

Admin & Accounts

Admin Manager

Carol Vernon – 01772 901901 – admin@tes.ltd.uk

Purchasing Manager

Ian Treanor – 01772 901942 – iat@tes.ltd.uk

Engineering & Maintenance

Operations Manager

Ricardo Stephen – 01772 901925 – rpj@tes.ltd.uk

Health & Safety Manager

Adrian Hodgson – 01772 901926 – aph@tes.ltd.uk

- Product support
- Health & Safety issues

Projects

Projects Manager

Neil Callow – 01772 901937 – nec@tes.ltd.uk

Other useful contacts

Quality Manager

Kate Holmes – 01772 901 901 – keh@tes.ltd.uk

Stores Manager

Keith Finch – 01772 901 916 – kjf@tes.ltd.uk

- Goods in and out

- Courier liaison

Recruitment – recruitment@tes.ltd.uk

Caption Competition



This time it's Martin Parkinson, our project engineer carrying out a site survey in India.

Prize for the best caption!

Email your captions to newsletter@tes.ltd.uk

Congratulations to the winner of the last caption competition! Chris Sagar from The Smurfit Kappa Group with his caption, and we tend to agree...

'Mike buying a drink, never!!!'

Your 2GB TES pen drive is on its way to you!

