

Communications News

Issue 17
April to June 2010

SALES FORCE EXPANDS

We would like to welcome our newest recruit Graham Miller as New Business Development Executive.

Graham brings a wealth of corporate account management and consultancy experience having worked with numerous national and international blue chip clients such as BNFL and MyTravel and on the World Expo 2010, Shanghai. He has over 20 years experience of the telecoms industry working for Thus PLC.

TES have worked with Graham for 15 years during his various roles within the telecoms industry, as both a supplier and a client. His style of working in a consultative manner, building long term mutually



beneficial relationships meant that when we learned Graham was available we offered him a position at TES. Prior to joining the telecoms industry Graham travelled the world as a trained jeweller.

Graham is a family man with four children, he is also a Governor at a local Primary School. Graham is an Advanced Riding Instructor and in his spare time he runs a successful motorcycle tour company which takes him to countries all around Europe.

Graham will be working closely with TES' corporate clients throughout the world. We hope he enjoys a long and successful career at TES.

Truck Tracking

Logistics / Transport Managers listen carefully.

TES have the best solution for your tracking and fleet management needs. Even if you have a current system, NOW is the time to upgrade.

TES' Real Time Vehicle Tracking Solution offers a live web based program that provides around the clock visibility and control of your mobile workforce from any internet

enabled PC. Complete with alert notification option and user defined 'Ring Fencing'.



Customer satisfaction

HOW ARE WE PERFORMING?

Each year we strive to improve our customer satisfaction and conduct an annual survey.

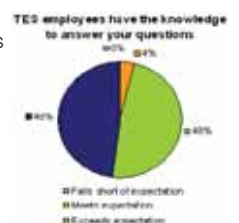
The 2010 results show an impressive 7% increase in overall satisfaction since 2009. Also the 2010 survey received the highest response ever and we would like to thank everyone who participated.

According to your comments:

- 96% of you would recommend TES to others
- 82% of you said you were "very satisfied" with the service you receive, whilst the remaining 18%, ticked "satisfied"

The top three areas where you said that TES exceeds your expectations are:

- Our knowledge (96%)
- Our employees Instil Confidence (93%)
- We represent Value for Money (86%)



Continues on page 2...

TES engineering excellence solves another problem



TES use expertise and experience to remedy coverage problem within new laboratory.

TES is the incumbent maintainer of AstraZeneca's multi channel on-site radio system which is used for day to day communications, maintenance, security and safety control during emergency situations at one of its North West sites.

During recent expansion and redevelopment of the site, a new state of the art laboratory was built. Unfortunately, the location and the materials required in the construction of the building had an adverse effect on the current radio infrastructure; the signal strength from the main on-site radio antenna could not provide adequate signal inside the new building, meaning coverage in this area was poor. Full radio coverage within the building is a necessity for both general daily use and especially important in the event of any emergency situations. *Continues on page 3...*

CUSTOMER SATISFACTION

How are we performing?

Continued from front cover...

We received excellent results this year but we want to be better. Below are a few processes and initiatives that we are implementing to aid improvement.

- We have already implemented a communication strategy on some of the larger projects and this is working successfully, we will be implementing this further over the next six months.
- We have recruited a Purchasing Manager, one of his responsibilities is to obtain scheduled delivery dates from suppliers, to enable us to provide you with more accurate delivery dates.
- We have enhanced our portfolio with the introduction of Tetra and Vehicle Tracking and we will provide you with more information on these products via the quarterly newsletter and through other communications methods.

Some of the comments we received:

- You feel valued as a customer, personal service" - Robert Kay, Myerscough College
- Staff are approachable and knowledgeable, especially to someone like me without technical knowledge" - Sharon Tobin, Mitie Security Limited
- Innovation and good idea of market. We deal with a small team and have got to know them over the years which is vital when working with short time scales" - Andy Moore, Atkins



TRUCK TRACKING

Less than £1 per unit per day!

TES' 100% web based vehicle tracking platform provides:

- Real time visibility of vehicle location, full reporting options
- Improved security and protection for drivers and vehicles
- Fleet utilisation charts, ability to Group Units
- Optional, Two-way messaging between office and vehicle, with Garmin Head Unit
- Monitoring of vehicle systems, such as temperature alerting for refrigerated trucks
- Fuel usage calculator & vehicle servicing and MOT management



Competitive pricing:

Value for money solutions with a range of payment options. From less than £1.00 per unit per day! Designed to help your business reduce operating costs and increase revenues by delivering better customer service. Proven ROI

Accessible anywhere anytime:

The unique tracking platform is entirely web based meaning no software files are required on any individual PC. Track and monitor your mobile assets from anywhere with an internet connection using the secure log in procedure.

Constantly evolving:

We never sit still and are constantly striving for the next development or feature that will add further value to this innovative solution. As a tracking customer, each time we upgrade the service you receive the new additions free of charge.

The latest mapping:

You are guaranteed the most up to date mapping and road data thanks to our regular quarterly updates.



Spotlight

...on Sales

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

Paul: Started work as a Diplomat in the Foreign Office, I left in 1989, at least a month before the first Gulf War and deny all responsibility. From there I moved to Housing Benefits just as the Govt introduced the Poll Tax. Having tired of being shouted at by my clients, I moved to Customs and Excise where I worked in VAT Enforcement. Having grown tired of being shouted at by my clients I moved into purchasing for a large computer reseller. After many years of dealing with pushy sales people I finally succumbed and joined the Dark Side working for TES for the last 10 years during which there has been a significant change in the business and having not yet grown tired... here I remain.

Phil: I started my career as a mainframe computer engineer, moved into sales over 10 years ago. One of my projects as an engineer I installed a computer system into the Department of Justice in Washington D.C. Recently, I have sold CAD solutions into the Kitchen Bathroom Bedroom Industry, covering the North of England & Scotland.

2 What is your dream job and why?

Paul: My own of course! or acting on stage. Who doesn't like a good dress up!

Phil: Helping people solve problems, it's very satisfying and makes the day worth-while.

3 What is your favourite hobby?

Paul: Having a five year old - he keeps me constantly entertained. And acting

Phil: Cricket, when it's not raining!

4 If you could meet any celebrity who would you choose and why?

Paul: Stephen Fry - I think he would be fascinating to talk to, especially about acting.

Phil: Brian Johnson (Jonners - BBC, Test Match Special); his love of Cricket and his ability to entertain an audience of millions with his words describing the game.

5 Do you have a claim to fame? Who, what, where, when?

Paul: I won the best actor award for Greater Manchester Amateur Dramatics Federation twice. And I've met Honor Blackman, and the Queen,



and Diana and Charles and Fergie and Benazir Bhutto and more politicians than you can shake a stick at.

Phil: During a scout jamboree in 1981 Austria, I was interviewed on national radio, discussed scouting and the riots in England!

6 Favourite animal?

Paul: The Drummer from the muppets or Eric Burdon.

Phil: Midnight, the cat.

Call Phil Craven, New Business Development and TES' tracking specialist, for a Live Demonstration of our new Software Solution on 01772 901923 or email pjc@tes.ltd.uk



In the next newsletter we focus on *the* tracking solution for plant machinery.

The Sales Team are hot under the spotlight this quarter. A successful 2009 has meant that the expectations on sales are high this year. We were able to get half an hour with Paul Farmer Corporate BDM (right) and Phil Craven New BDM (left) to ask a few questions.

SIMPLY THE BEST

...and the qualifications to prove it!



We are proud to have qualified professional employees and believe that this shows through the work that they do for you. It is for this reason that we invest in all our staff to ensure that they achieve their full potential.

Having the right qualifications and knowledge for the job in-hand instils confidence (see the satisfaction survey results on the front page).

All our employees are selected for their expertise, experience and willingness to help. We only employ the best and engineers actively pursue a career with us.

Health & Safety is Paramount

As a professional organisation, we made a conscious decision to increase awareness of Health & Safety in compliance with our newly acquired BS OHSAS 18:001 certification.

All our employees complete the Passport to Safety qualification within the first 12 weeks of their start date.

Our experienced Health and Safety Team possess, as a minimum, the NEBOSH certificate and our IMS Manager is currently working towards the NEBOSH Diploma qualification. We also have a number of Appointed First Aiders within the company to ensure the safety of employees and visitors whilst visiting our head office or on site.

In addition, various individuals have a variety of stand alone qualifications; including; Roof Top Safety, Working at Height, MEWP Operators Licence, Scaffold Qualifications, Qualified Electrical Engineering and Qualified Lead Auditor and more.

Our Engineering system design team have MSC and BSC Degree qualifications in Electrical Engineering, Systems Engineering and Network Engineering and a wealth of knowledge of different deployment techniques. This ensures that any system provided, works in the way that the client expects to ensure operational capabilities are increased.

Rigorous Screening for Sub Contractors

All our sub contractors are subjected to a rigorous quality screening programme before they are entered on to our approved supplier list.

Rail Specific Training

For the staff and Engineers who carry out work on the Rail and Tramway projects we carry out full PTS training for Tracksides working.

Induction Training

We have an internal training programme that includes a full induction for all staff covering Health and Safety, Company Policies and Procedures, Integrated Management Systems and HR matters. This includes internal quarterly update meetings to cover changes in legislation and general recap.

If you would like more information relating to our training please contact
Kate Holmes on 01772 901901 or email keh@tes.ltd.uk

TES ENGINEERING EXCELLENCE SOLVES ANOTHER PROBLEM

TES use expertise and experience to remedy coverage problem within new laboratory.

Comprehensive Site Survey

Utilising experience and skills, TES conducted a site survey in order to investigate and determine the problems experienced on site within the new lab. Using specialist instruments the signal strength within the new lab building was measured and recorded. From the results TES were able to recommend the most appropriate solution which would guarantee an improvement to the current radio coverage.

An Ideal Solution to Remedy Poor Coverage

TES' solution involved the supply and installation of a cell enhancer. The cell enhancer is a unit that is linked to the master radio system via the fibre network infrastructure. From the cell enhancer, a low loss RF cable was routed throughout the building to areas of poor coverage which had been identified as part of the site survey investigations. A discreet antenna was then presented from the RF cable at those locations. The cell enhancer and associated equipment provides adequate signal within the new laboratory and is designed without causing interference with the main radio system transmitter/antenna.

Seamless Integration of New Equipment

TES prepared method statements and risk assessments prior to carrying out the necessary works which enabled seamless installation of the cell enhancer, and minimised disruption to the general running of the business. AstraZeneca's onsite building team worked with TES and assisted with the routing of the RF cables and supply of fibre patches across the site.

Result - Clear Communications

Following installation the radio coverage within the building is now at an improved operational level, providing clear communications throughout the whole of the site. AstraZeneca is able to utilise the radio equipment for its daily tasks and the on-site emergency team is confident that in the case of an emergency event, all personnel can retain full communications with one another.

If you are experiencing similar coverage problems, give TES a call on 01772 901901 and we guarantee we can provide the solution that improves the situation and works for you.



Don't forget...

Our Maintenance & Radio Health Clinics



Our radio maintenance cover is second to none, with three levels of cover to choose from, you can be assured that your radio system won't let you down when you need it the most.

No budget? Ask about our alternative solution instead, a full radio system health check every 12 months.

Benefits include:

- Increased system reliability
- Optimise radio performance
- Help rectify coverage issues

Many of our customers are already benefitting from our radio maintenance and clinics and they always let us know how much they appreciate the level of service and expertise we provide.

Join in with the trend and have TES improve the reliability of your radio system.

For a personalised no-obligation quotation or for more information call our friendly, professional staff on 01772 901901.

Team Heatwave back on dry land

On Saturday 20th March, after rowing 3000 miles over 75 days, the Manchester Airport Fire Fighters rowed into Antigua Harbour.

When we heard about the challenge by two Manchester Airport Fire Fighters to cross the Atlantic in a rowing boat, we were only too happy to help by donating marine radios.

The radios performed spectacularly, transmitting and receiving clear audio communications over vast distances. Sea weather warnings were transmitted to the team allowing forward planning in the event of dangerous conditions. Without the radios the team would have struggled to stay in touch with the event organisers and other boats taking part.

The team finished in 10th place out of 38 competitors, which is an amazing achievement considering they had never rowed prior to entering the challenge.

They had planned to complete the journey in 40 days but due to the enormous waves, winds and sea storms they had to lay down the para anchor, which acts as a brake in heavy waters, on a few occasions. The marine radios we donated stood the test of the waves, they were useful and a lifeline for communications.

Congratulations to all involved for this incredible accomplishment, we are sure that your charities will be extremely grateful.



Sudoku time!

Fill the grid so that the number 1 through 9 appear in every row, column and 3x3 box

8	2		5					7
5	3	1						2
					9			1
		8			3	9		6
7	9							
		3	9		1			
		2		5				6
9						3		
	1	6			4		5	

No hassle radio repairs

Faulty radios?

Need fast turnaround?

Request our repair form, complete and return with your faulty equipment for a quicker more efficient service. It really is that easy.

If you require replacements whilst your radios are being inspected, TES can provide loaned units to keep you communicating! (subject to stock, price and availability available on request)

For more information please call the sales team on 01772 901901.

Did you know...

It's recommended that radio batteries are replaced every two years to maintain optimum performance of the radios.

For optimum battery performance

Do:

- Replace your batteries every two years
- Only put batteries on charge after they have been fully discharged (Reduces damage to the battery cells, increasing it's lifetime)
- Once a month fully discharge the battery then allow an overnight charge (If the battery cannot be fully discharged after every use)
- Consider the type of battery you purchase. Poor charging practice is less damaging to a Lithium Ion battery as they suffer no memory effect but more damaging to a NiCad or NiMH battery



Don't:

- Leave a radio switched on in a charger whilst the charger is still plugged in this reduces the capacity of the battery and a shorter working day.

TES can provide all your battery needs. Please call 01772 901901 for a competitive quotation.



Caption Competition



Ian Treanor (left) and Phil Craven (right) Say what?

Email your captions to newsletter@tes.ltd.uk for your chance to win one of our 2 GB TES pen drives.

Winner of the last caption competition!

Congratulations to Michael from Headlight Motorcycle Tours with his caption...

"Where did you say to stick it?"

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

