

Case Study: Security Sector Instant Talk (PTT) Service: Blythe Valley Park



“Instant Talk – a vast improvement to our previous communications facility.”

Deborah Fennell, Business Park Manager,
Liberty Property Trust UK

Blythe Valley Park is an established business environment strategically located in the heart of the UK. The Park offers an unrivalled environment, surrounded by acres of managed parkland.

Striking modern architecture, which make use of glazed elevations and open, flexible floor plates, works in harmony with the managed landscaped environment which sits adjacent to the countryside park.

With approximately three quarters of the available space at Blythe Valley Park still to be developed, many other organisations will be joining the park, which is already occupied by some of the UK's most successful businesses.

The Challenge:

The park's security team, whilst over-seeing the security of Blythe Valley Park, struggled to keep in contact due to lack of coverage. This meant they often relied on a combination of 2-way radios and mobile phones to communicate.

- The 2-way communications system must function in every area of the park, where other communications systems have failed to provide 100% coverage across the park.
- The park management team needs to improve performance, while at the same time reducing their monthly communications costs.
- The system must be implemented with minimal disruption to the business.
- The system must be simple and user-friendly.

Provided by

inTechnology

“For us, Instant Talk means improved communications, user-friendly handsets, and a reduction in our monthly rental costs.”

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The Solution:

- Instant Talk (PTT) enabled Nokia handsets that are robust to cope with the work undertaken.
- Instant Talk (PTT) PC Client is available for managers to co-ordinate directly.
- New users and groups can be selected for special tasks by the control desk and additional handsets can be enabled for Instant Talk (PTT) within a few minutes.
- Calls can be made on a 'one-to-one' or 'one-to-many' basis.

The Benefits:

- Since implementing the system, costs have notably reduced compared to the legacy system; this means a saving of over £20 per handset per month.
- There is full communications coverage throughout the park and grounds as Instant Talk (PTT) uses the standard mobile network. Communications are now more effective, and even more importantly, they are reliable.
- Managers can quickly find out where staff are and re-direct them to another job, particularly in any emergency situation.
- On-going usage costs are low with a monthly mobile charge and a fixed monthly service charge to InTechnology.
- The security and flexibility of the system is assured. The Instant Talk (PTT) service is managed by InTechnology comprising of its secure network and data centre infrastructure, and is supported by InTechnology's expert support teams 24 x 7 x 365.
- The Instant Talk (PTT) service was implemented seamlessly, with no disruption to communications. Once the handsets were programmed the new Instant Talk (PTT) facility was introduced immediately.

“InTechnology's Instant Talk facility is now working very well – a vast improvement to our previous communications facility. We struggled with coverage in the area and could not get continuous service across the whole of the business and countryside park. By using the data channel of the mobile phone network, rather than the voice channel, this is no longer a problem. Where a combination of 2-way radios and mobile phones had proved unreliable, Instant Talk has been a success. The implementation of Instant Talk has fulfilled all our original objectives; for us Instant Talk means improved communications, user friendly handsets, and a reduction in our monthly rental costs.”

Deborah Fennell, Business Park Manager, Liberty Property Trust UK Limited