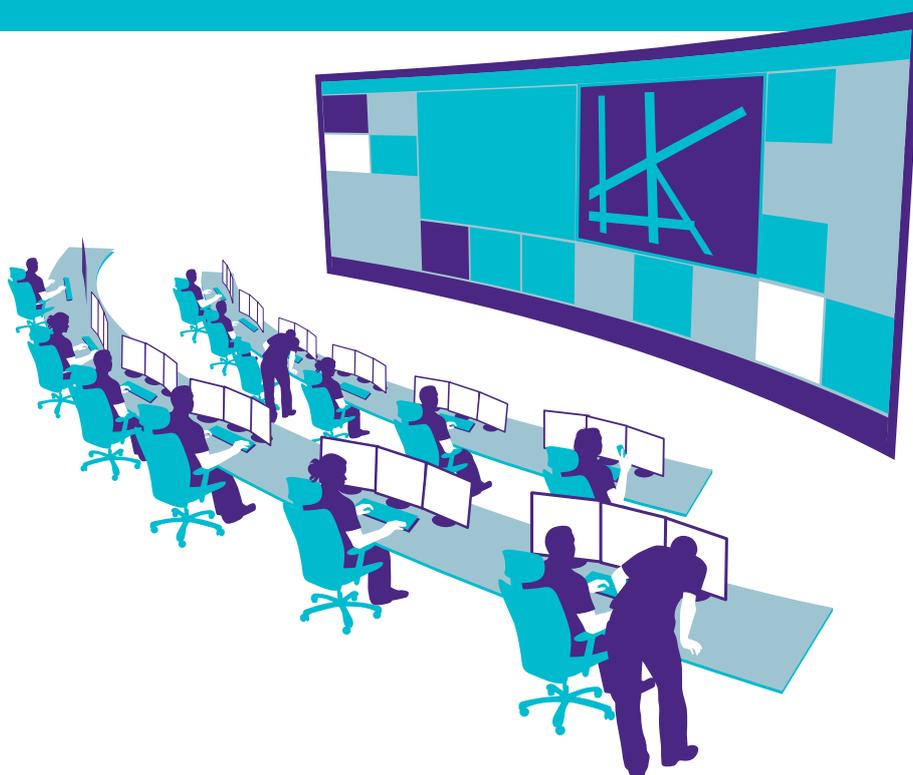




## ESN Services

Supporting the Emergency Response services in local transition from Airwave to the Emergency Services Network



# The task ahead

From 2016 contracts for the UK's mission-critical communications network, commonly called Airwave, will begin to expire. Through the Emergency Services Mobile Communications Programme (ESMCP) the UK government is seeking to migrate the users of Airwave on to the Emergency Services Network through a transition programme leading up to full operational service in 2020.

This transition programme will be the singular most critical development across this sector since the introduction of Airwave in the early 2000's as a secure replacement for local VHF/UHF radio systems and will encompass 230+ Control Rooms, 50,000+ vehicles and over 300,000 user devices.

The core network will be delivered from a series of central contracts alongside frameworks and catalogues that will allow the individual agencies access to compliant devices and services.

However, whilst the programme assurance will be overseen centrally no support will be directly provided to the individual agencies to support their local, or regional, transition, control room upgrades and device deployment procured separately by each service.

Capita was a key partner in the original deployment of Airwave, supporting our clients in the ground-breaking transition and onward support for the new network. As well as Control Room solutions Capita continues to manage 150,000+ Airwave devices, both handheld and vehicle, for agencies across the country delivering a range of support and advisory services in support of operations, planned and spontaneous, to ensure public and officer safety.

That expertise is once again available through a range of services to support our clients in this next phase of network evolution.



## ESNReady™





# Transition services

As the ESN Transition programme begins all the Emergency Services and other agencies will need to consider how they, either individually or in regional groups, manage their move from one network to the next.

This won't be a straightforward task or as simple as picking up a new phone and switching it on. There will be planning, risk assessment, device selection, logistics, disposal, commissioning training and many other elements to consider; all of which will need to be in place before the allotted 12 month transition phase and, importantly, coordinated with regional partners.

The cost, to each Agency, of transition will be significant and could easily spiral without detailed planning and management.

Costs will be driven by the volume of activities to be undertaken, the complexity of the programme and the capacity within each Agency to provide resources, skills and knowledge to manage.

Capita, with our deep technical experience and knowledge can provide this support through a four-phase programme of modular work packages:

## ASSESS – SELECT – PLAN – EXECUTE

### Assess

- Project Management to support local and regional collaboration and stakeholder engagement
- Using our experience and independence to assess the devices and accessories against a range of operational requirements, legislation and technical compatibility

### Select

- Providing an assurance capability for the chosen devices and accessories
- Providing our unrivalled experience to support the client in the selection of the right device and accessory for the right deployment

### Plan

- Planning the local transition programme and contingency plans
- Consultancy and Project Management
- Procurement strategies
- Training services
- Maintaining operational effectiveness – 'Always On'

### Execute

- Flexible and low risk
- Low impact abstraction programmes for both handheld devices & vehicle installations
- Specific installation designs
- Non-standard special installations
- Asset Management and device configuration/programming
- Testing and signoff
- De-installation and disposal



# Through Life Support

With the advent of the ESN, the desire to move to a commodity product and service operating model will generate a shift of emphasis in support operations - from supplier to client. Whilst it is easy to say "these are just mobile IT devices - why can't our IT department deal with them?" there is still a significant task of through life support.

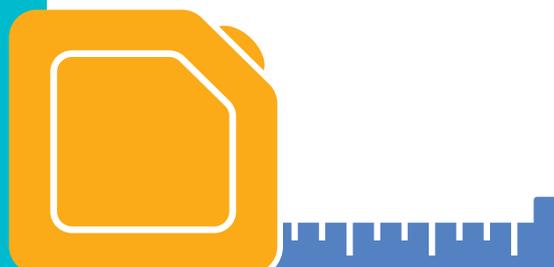
Capita's objective to improve operational efficiency and interoperability and to reduce service costs via shared service platforms is the primary reason why customers are investing in Capita's service.

Capita has identified a number of service areas, that will allow customers to design a level of service to suit their needs either as an individual customer or in partnership with others.



## Operational support

- **Single Number UK Service Desk**  
Provides and manages end-user services on a 24/7 365(6) basis. Performance monitoring, capacity management, incident reporting and monitoring, management reports and complaint management.
- **Major Incident Management**  
Management, categorisation, tracking and reporting of major incidents. Disaster Recovery planning and execution. Interfacing to partner agencies.
- **Operational Support**  
On-site and remote technical advice and assistance outside the normal day-to-day operations. Planning and delivery of special and pre-planned events and response where required for unplanned incidents.
- **Business Continuity**  
The provision of management and services, staff vetting and a commitment to operational delivery.
- **Receipts and Issues**  
Incident management, progression and closure. Inventory and Configuration management. First line support for mobile devices, radios and ancillaries including battery management.
- **Mobile Data Services**  
Procurement, installation and management of specialist Mobile Data and Location Services.
- **Consultancy Services**  
Provides a range of technology and system based services including RF surveys, Noise Induced Hearing Loss (NIHL) assessment, product assessment and analysis of future developments in mobile device and infrastructure technology.





24/7 cover



Supporting >150,000  
devices  
nationwide



## Maintenance

- **UK Equipment Logistics**  
Service Level critical collection and returns. Storage and Dispatch. Manufacturer returns, receipts and issues. Progress reporting.
- **Change/Configuration Control**  
Management and upgrading of all equipment software in accordance with the releases and instructions provided by the device supplier(s).
- **Terminal Software Maintenance**  
Testing and validation of manufacturers' software releases.
- **Terminal Equipment Maintenance**  
Repair and maintenance of equipment in agreed timescales.
- **Configuration, Asset & Inventory Management**  
Provides configuration and inventory management including RFID tagging, asset audits, interface configuration and the management of software profiles.

## Installation and service

- **Planning, installation, testing and commissioning of fixed, in-vehicle and user devices**  
Provision of full documentation for all devices and installations.
- **Standard, Specialist and Covert Vehicle Installations**  
Installation, testing and commissioning of mobile installations to FCS1362 industry standard and in accordance with the manufacture's requirements, the requirements of the Home Office VIDG Guide Notes and in conjunction with the NAPFM code of practice or other agreed guidelines.
- **Changes, moves and disposal**  
Relocation of existing mobile devices, radio equipment, remote programming, disposal of redundant equipment.
- **Bespoke Antenna Maintenance**  
Provision of antenna maintenance services and ad-hoc installations.
- **Mobile Technician**  
Provision of full install/de-install service for in-vehicle devices or radios. Fault analysis and repair.

## Management

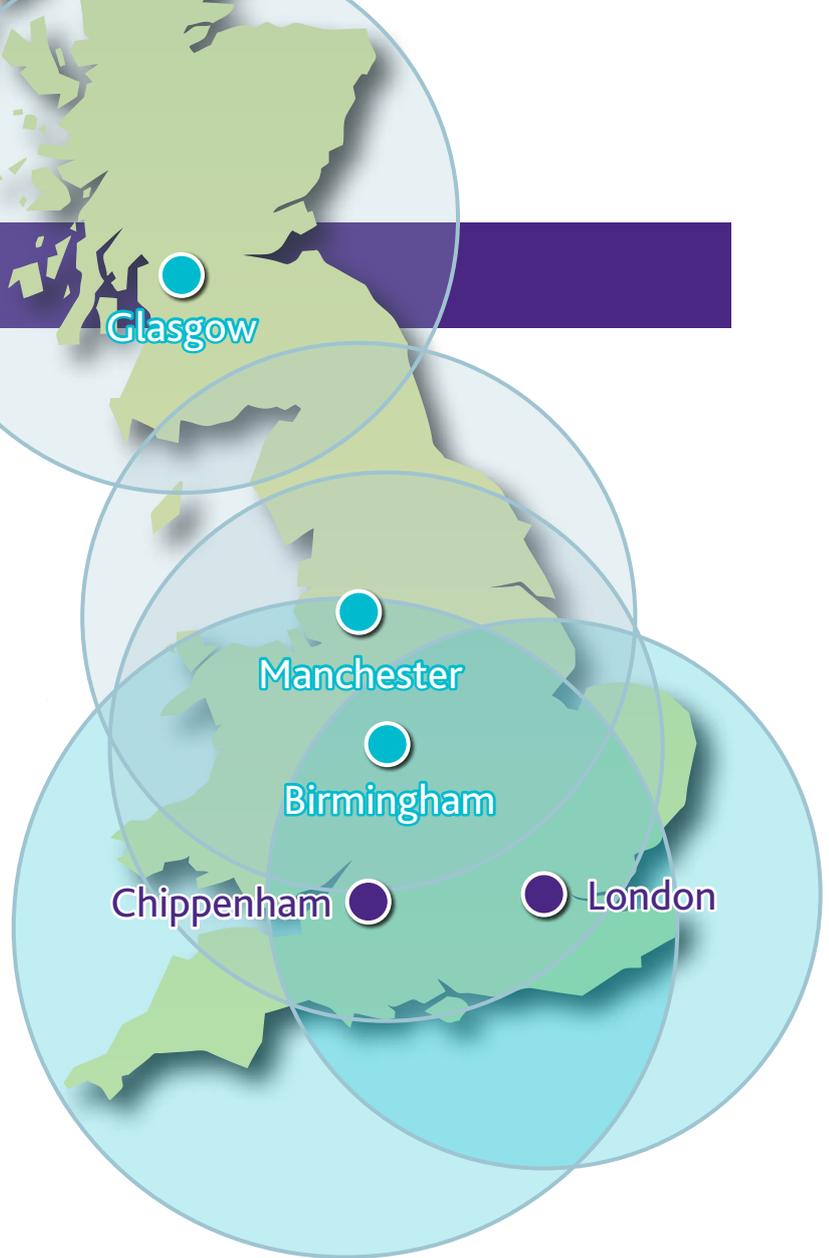
- **Contract and Relationship Management**  
Including a graded escalation process, designated maintenance cover times, statistics and reports. Dedicated service delivery manager and reporting process. Management of incident desk, support services and service development. Provision of specialist technical and consultant resources. Provision and handling of complaints procedures and support to reporting requests from end-users and FoIA.
- **Orders and Service requests**  
Provision of standard catalogue-based products and services including product and service assessment, bespoke quotations and proposals. Supply chain management. Procurement services.
- **Financial Management and Billing**  
Budget and resource planning including enhanced Call Data Record (CDR) analysis, administration of third parties, e-billing services, warranty management and commercial support.
- **Investigation Services**  
Terminal user identification, usage and traffic analysis.
- **Security Management**  
Management and adherence to standards and operational procedures. Monitoring alerts. Configuration changes and maintenance of audit trail. Provision of general security requirements around personnel, computer and system administration.
- **Continuous Service Improvement**  
Service development and innovation, strategic relationships and technology awareness. Business case development and customer representation.
- **Training**  
Needs analysis, course development and delivery.
- **Quality Management**  
ISO20000-1 accredited services. Quality reviews and audits. Subcontractor management. Process design and transformation.
- **Project Management**  
PRINCE2 methodology. Transition and transformation. Project evaluation and support to third party projects.
- **TUPE**  
HR specialists to ensure seamless staff transition, resource planning and on-going support.

## Service Hubs

Capita has two dedicated Service Hubs, London and Chippenham, that support both national and local operations.

Coupled with teams based on client premises delivering local services and a national network of field engineers, these Service Hubs enable Capita to offer regional shared services with the same high level of customer focus and support that would be expected from a dedicated on-site team, delivering the following immediate benefits:

- ➔ Reduced costs
- ➔ Cost-effective capacity planning/delivery of special events
- ➔ Improved resilience and interoperability supporting local, regional or national requirements
- ➔ Better access to specialist services, currently unaffordable to most agencies
- ➔ Improved value derived investments through shared learning and experience



## Greater Manchester Police

Greater Manchester Police (GMP) has been working in strategic partnership with Capita since 1995. In 2001, GMP was the first metropolitan force to migrate from a legacy radio system to Airwave and selected Capita to provide the following:

- TETRA terminal selection and procurement (including ancillary items)
- TETRA terminal support and managed service
- Independent Airwave consultancy for control room integration (including Capita ICCS)
- Migration from legacy radio system to Airwave
- Capita's full time on-site Managed Service team working in partnership with GMP's Telecommunications team supporting their users
- On-site support for Capita's ICCS

During the course of the contract the Capita team has successfully supplied and supported 10,700 handheld terminals, 820 mobile terminals and 170 ICCS terminals to GMP.



## Capita case studies



## Ambulance Radio Programme

Capita was awarded a contract, via Airwave Solutions, by the Department of Health to provide Control Room communications and a full device managed service for all Ambulance Trusts across the UK. Following a three year deployment Capita supports over 650 operator positions, 800 Ambulance stations, 10,000+ Tetra Digital Radio Mobiles, 12,000+ Hand-portables and 5,000+ Mobile Data installations. A comprehensive service framework includes:

- A single integrated national 24/7 Help-desk facility, with "on-line" knowledge base and on-site technical support
- A national, field based 24/7 support service with contracted time to site and restoration of service metrics
- Central automated service management system for incident, problem and change management procedures and processes for the tracking and logging of equipment faults
- Corrective and preventative maintenance support services for all terminal equipment
- Return and repair service and terminal "spares pool"
- Asset and configuration management of all configurable items within the managed service
- Fleet-mapping and configuration support for the equipment populations
- Technical training and support of Trust staff
- Installation and De-installation services
- Service availability, including coverage and network performance measurement



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