



PRESS RELEASE

27 July 2006

Maritime & Coastguard Agency signs up with Arqiva for IT support

- **Arqiva extends ICT solution to include desktop hardware and server repair**
- **Contract to encompass PCs, servers and printer maintenance and support**
- **Builds on existing radio communications managed services contract**

Arqiva has today announced that it has signed a deal with the Maritime & Coastguard Agency (MCA) to extend its existing managed service solution to include laptop, desktop and server repair services. The break-and-fix contract brings the total value of Arqiva's Information & Communications Technology (ICT) solution for the MCA to over £1 million per year. The deal sees Arqiva offering a full ICT service incorporating desktop hardware repair and server support for the first time.

Arqiva has worked as the MCA's technical partner for 16 years, maintaining the MCA's radio infrastructure across 154 remote radio sites and 19 HM Coastguard Operation Rooms in the UK. Arqiva's fully managed service includes an established network of specialist engineers providing a local presence to each MCA site. Arqiva's in-depth knowledge of the MCA's working practices was an important factor in ensuring that the handover process to implement the new ICT solution was completed on time and to the full satisfaction of the MCA. The extended IT hardware contract marks another step towards the MCA consolidating its outsourcing requirements with Arqiva.

"As a maritime safety organisation, and as a national emergency service, we depend on a reliable technical infrastructure to respond to any incidents on the coast or on the sea," commented James Findlay, Head of ICT at the MCA. "Arqiva's end-to-end, fully managed ICT solution allows us to focus on maintaining public safety, confident of Arqiva's capability as a technical partner with a real understanding of our needs."

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Alastair Davidson, Managing Director, Arqiva Public Safety group, added, "This is an exciting new challenge for Arqiva, allowing us to build both on our existing relationships with organisations in the Public Safety sector and on our experience of providing managed services. Incorporating desktop hardware and server repair into our offering means that we can provide a complete communications solution for the MCA ensuring that they can continue their vital work uninterrupted."

- Ends -

More on Arqiva

Arqiva has a 50-year history in transmission and has helped pioneer the technologies of the digital age. Arqiva has five operating divisions:

- **Public Safety** – provides frontline communications for the UK and Ireland emergency services, government agencies and commercial organisations including design and installation, system maintenance and fully managed services for mobile radio, telecommunications and mobile data solutions.
- **Wireless Solutions** – provides market-leading, multi-operator infrastructure systems and services to wireless telecoms, transport and interior public space businesses. This is done through a portfolio of over 2400 towers, masts and managed sites, plus InBuilding (indoor coverage) and CityCell (urban coverage) products
- **Terrestrial Media Solutions** – provides national transmission for UK commercial television including ITV, Channel 4, Five and associated digital multiplexes, playing a leading role in the run-up to digital switchover. Transmission services also provided to vast majority of UK independent radio stations, both analogue and digital.
- **Satellite Media Solutions** – provides high quality and flexible solutions to a diverse range of international customers. Includes permanent and occasional broadcast services as well as IP, voice, data and digital media networks. Operational bases in London, Gerrards Cross, Winchester, Feltham and Bedford.
- **Mobile Media Solutions** – new division dedicated to the delivery of content to handheld devices. Recent technology developments open up new service concepts and revenue streams for broadcasters, content providers and mobile operators alike. Arqiva is platform-neutral and has mounted pioneering technical and commercial trials with partners such as Microsoft, O2 and Nokia.

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