



PRESS RELEASE

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Arqiva upgrades Devon & Cornwall Police communications ahead of tourist season

- **Upgraded Software Integrated Communications Control System (SICCS) for Force's command and control centres**
- **Key element in the Force's '2012 Programme' designed to make Devon & Cornwall a top technologically-capable force in the UK**
- **Builds on 10-year Arqiva and Devon & Cornwall Police relationship**

Arqiva, the communications infrastructure and media services company, is upgrading communications technology at Devon & Cornwall Police Force's command and control centres, in preparation for the summer and the onset of millions of visitors to the counties.

The upgrade to Devon & Cornwall's Software Integrated Communications Control System (SICCS) is part of its '2012 Programme', designed to make the Force among the top performing and most technologically effective in the UK. The SICCS provides Airwave radio, telephony and data integration services to the Force's two command and control rooms at Exeter and Plymouth. SICCS is critically important to the Force's ability to manage effectively planned events and respond to spontaneous incidents. The new system provides improved integration between the different communication technologies for secure, quick and efficient collaboration between the control rooms and front-line officers.

Tim Bishop, Airwave manager at Devon & Cornwall Police, said: "We are intent on providing the best service to both residents and visitors to our counties. Arqiva's solution future-proofs our telephony needs, providing us with a robust, secure and stable communications platform that will improve officers' responsiveness to situations."

Following a competitive tender, Arqiva won a five-year contract in November 2009 to upgrade the Force's SICCS. The contract includes a refresh of all hardware and software at two server rooms, and the update of 56 work stations with the latest in communications and control software from APD Communications.

15 April 2010

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The new system will increase communications reliability and improve business continuity, with the SICCS platform integrating with the Force's existing and proposed new command and control incident management systems. It will utilise CT Connect for better, more flexible telephony integration and new Hot Standby TETRA Gateways for resilient data management and transfer. Once completed, the Force will be among the first in the country to have a solution that manages Airwave voice and data in this way.

Arqiva's relationship with the Force dates back to 1990 when they serviced the radio communications systems; the company also supplied and installed the original SICCS platform in 2001. Attributing this recent contract win to their historical working partnership, Steve Mace, Sales Director for Arqiva Wireless Access, explains:

"As well as providing the Force with the right solution, key to winning the contract was our understanding of the pressures Devon & Cornwall Police faced – in terms of their budgetary needs and keeping disruption to police work to a minimum. Arqiva's solution ensures that the software upgrade requires no system downtime during migration. The transition has been planned with the Force to maintain operational capability on an agreed number of operator positions at all times. With only minimal training required, the upgrade will not detract staff from their police work or take officers off the streets."

Installation at the Plymouth Control Room will start in June with completion due by the first week in July, in time for the British holiday season.

- Ends -

About Arqiva

Arqiva operates at the heart of the broadcast and mobile communications industry and is at the forefront of network solutions and services in an increasingly digital world. The company provides much of the infrastructure behind television, radio and wireless communications in the UK and has a significant presence in Ireland, mainland Europe and the USA. There are three business units:

Wireless Access provides cellular, wireless broadband, voice and data solutions for the mobile communications, public safety, local government, and commercial markets. Arqiva is the largest independent provider of radio sites in the UK and Ireland. With its own spectrum, the company can provide complete mobile communications networks including backhaul links.

Terrestrial Broadcast provides transmission for all UK terrestrial TV broadcasters, including the new networks being built for the Digital Switch Over. Transmission is also provided for BBC Radio and most commercial radio stations, both analogue and DAB. The company owns and operates two of the six UK digital terrestrial TV multiplexes, enabling major media companies to bring their TV and radio services to Freeview.

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Satellite & Media provides global communication platforms to enterprise, government and broadcast customers around the world. It owns and operates teleports at key locations including Los Angeles, Washington, London and Paris, as well as comprehensive satellite capacity, an international terrestrial fibre network and extensive media facilities. These enable Arqiva to provide world leading organisations with a comprehensive range of services to deliver their data, broadcasts and media across the globe.

Arqiva has its headquarters near Winchester and other major UK offices in London, Warwick, Buckinghamshire and Yorkshire. Customers include major broadcasters such as the BBC, ITV, BSkyB and the independent radio groups, major telco providers including the UK's five mobile network operators, and the emergency services.

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