



MOTOROLA SOLUTIONS WAVE PTX™ FOR NEW, STATE- OF-THE-ART UCLH BUILDING

TO ENABLE RELIABLE, CLEAR CROSS-SITE COMMUNICATIONS FOR FACILITIES MANAGEMENT COMPANIES



UCLH (GRAFTON WAY BUILDING)

University College Hospital in central London was officially opened by Her Majesty the Queen in 2005. Since then, it has been expanding. It already has over 20 buildings and is opening a new 11-storey building located on the corner of Grafton Way and Huntley Street. The site will house state-of-the-art equipment and facilities and will be the home to one of only two NHS proton beam cancer treatment therapy centres in the UK. Two facilities management companies have been selected to manage and maintain the Grafton Way site: one offering soft services, such as house security, porters, cleaning and catering, the other engineering, electrical and mechanical services, and security systems.

CUSTOMER PROFILE

Organisations:

- UCLH (University College London Hospitals) Grafton Way Building

Partner:

Wirefr3 Radio Communications Ltd

Industry:

- Healthcare
- Facilities Management

Location:

London, UK

Motorola Solutions:

- WAVE PTX solution comprising:
- TLK 100 WAVE PTX radios
- WAVE PTX Mobile App
- 3-year Motorola Solutions Service Agreement



University College
London Hospitals
NHS Foundation Trust



MOTOROLA SOLUTIONS

wirefr3

excellence in radio communications

CASE STUDY

UCLH (GRAFTON WAY BUILDING)

“Our requirement was quite complex. We needed a two-way radio system that would give us coverage throughout the phase 4 Proton Beam Therapy Centre in basements three and four of Grafton Way, but would also allow us to communicate with our partners at 16 other sites across central London. Wirefr3 gave us a detailed breakdown of the potential infrastructure costs to build such a network, along with the required Ofcom licences; however, the original solution was cost-prohibitive and not within our time constraints. As an alternative, Wirefr3 spent three days surveying the possibilities of a Motorola Solutions WAVE PTX system and we were delighted with the results. We were able to proceed and deploy within two weeks. The customer service levels from Wirefr3 and the technical expertise have been outstanding. We are delighted with the performance of the TLK 100s and, since the initial phase, we have rolled out the WAVE PTX smartphone app to other members of the team.”

Contract Manager, UCLH



CHALLENGE

Long-term Motorola Solutions partner Wirefr3 Radio Communications Ltd, was invited to provide a two-way radio system for University College London Hospital's new 11-storey building at Grafton Way. Wirefr3 had already been working successfully with the incumbent facilities management companies on projects, including one WAVE PTX deployment, at other hospital sites. Liaising with all key stakeholders within UCLH, and specifically its head of security, and the two facilities management companies, Wirefr3 closely assessed the requirement for a robust, future-proof, multisite, cost-effective Push-to-Talk (PTT) radio system that all parties could utilise, irrespective of location, both jointly and independently within their respective businesses. Following extensive surveying and in view of the complexity of the site and UHF channel congestion in central London, Wirefr3 was quick to propose the Motorola Solutions WAVE PTX solution.

SOLUTION

The Grafton Way site houses a Vodafone cell enhancer, which ensures strong, seamless 4G and 3G coverage in all parts of the building, even in the two levels below ground, as Wirefr3 verified, having conducted hundreds of test calls from locations throughout the premises. And so, the facilities management site teams have been equipped with TLK 100 radios. The devices use all four available cellular networks, as well as the building's Wi-Fi, seamlessly connecting to the strongest signal as users roam around the site. Currently, the system is predominantly being used at Grafton Way, but both facility management companies also run some operations out of remote offices and they have started to roll out the WAVE PTX Mobile App to managers in these offices, for cross-site communications.

Deployment was quick and easy. Wirefr3 has set up 12 talk groups across the individual facilities management teams and two broadcast-to-all groups. The radios have been used heavily in the run-up to the building opening to coordinate teams efficiently. And, as WAVE PTX is subscription-based and the TLK 100 radios are supported by a 3-year Motorola Solutions Service Agreement, there is absolute clarity on ongoing costs.

BENEFITS

Nick Tancell, Operations Director at Wirefr3, comments: “WAVE PTX was a logical solution for the facilities management companies. They really appreciated the speed of deployment. They also like the fact that WAVE PTX is the latest in future-proof PTT technology and totally scalable, so they can easily grow their deployment as and when they take on new buildings. We are delighted to provide a simple, effective solution that's met and exceeded our client's requirements.” End users are especially pleased with the constant availability of a strong signal and exceptional audio quality, as well as the radios' ease of use, robustness and long battery life. They are enjoying using the radios to coordinate operations and manage incidents.

Indeed, the facilities management companies have been so pleased with the deployment that they are now keen to expand the solution. One has already deployed WAVE PTX at another hospital, where it has been awarded a contract, and there are plans to install a WAVE PTX Dispatch console for Emergency Gold Command at UCLH, as well as looking at wider projects as part of a series of long-term partnerships.

Benefits:

- Successful deployment within budget and tight time frames to meet deadline for planned building opening
- Scalable solution, with easy possible expansion to include further partners and additional sites
- Optimal Push-to-Talk (PTT) communications throughout the building, including subterranean floors, with excellent staff feedback on audio clarity and channel availability
- Robust, easy-to-use radios protected by a 3-year Motorola Solutions Service Agreement in case of accidental breakages



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