LEADING UK SCIENCE FACILITY DEPLOYS A TAILORED DIMETRA™ EXPRESS PRIVATE NETWORK

FOR RESILIENT, SCALABLE COMMUNICATIONS COUPLED WITH EASE OF INSTALLATION AND MANAGEMENT

WELLCOME GENOME CAMPUS

The world-leading scientific facility Wellcome Genome Campus (WGC) is located on the picturesque 125-acre Hinxton Hall Estate on the banks of the river Cam, just 10 miles south of Cambridge. The campus is home to world-leading genomics and biodata research institutes, innovative companies, scientific facilities, and a state-of-the-art conference centre.

CHALLENGE

WGC needed to quickly replace its previous radio system and equipment, as, within a short timeframe, the incumbent provider was no longer able to offer support, maintenance, or repairs. Therefore, WGC approached its long-term partner Radiocoms Systems. WGC was looking for an easy-to-deploy, scalable system that could provide improved site-wide coverage, both now and moving forward, as there are plans in place for further campus development. Additional requirements included a high level of resilience and security, the need for ongoing support and maintenance, and the flexibility for multi-layered integration (for flexible radio usage and management data, for example.)

SOLUTION

Following meetings with stakeholders and site surveys, Radiocoms recommended a Motorola Solutions DIMETRA Express system to WGC to meet all their requirements. Indeed, DIMETRA Express has been specifically designed so that smaller-scale commercial customers, like WGC, can benefit from the TETRA technology usually associated with large public safety organisations. WGC opted for an MTS4 system, with web-based applications for configuration (and system management), which is a complete TETRA solution in one box, having the core server integrated alongside the base radios; this meant, following the Factory Acceptance Tests, the Radiocoms engineers were able to set up the system in a very short turnaround.

CUSTOMER PROFILE

Organisation:
Wellcome Genome Campus (WGC)

Partner:
Radiocoms Systems Ltd

Industry:
Campus Management

Location:
Cambridgeshire, UK

Motorola Solutions Products:
- DIMETRA Express TETRA system comprising:
- 2 MTS4 TETRA Base Stations
- 2 MTM5400 TETRA DMO Gateway/Repeater Mobile Radios in the control room
- 82 MXP600 Mission-Critical TETRA Portable Radios with ID, Lone Worker, and Power Solution
- Accessories including multi-chargers and spare batteries
- Integrated Terminal Management (iTM)
- TETRA Support Services

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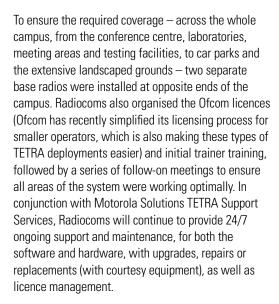radiocoms

WELLCOME GENOME CAMPUS

"We rely on radio communications to manage operations on campus. Therefore, it was a great relief when our partner Radiocoms stepped up to quickly deliver a Motorola Solutions TETRA radio system, when our previous system suddenly went end-of-life. We did look at alternatives, but DIMETRA Express met all our requirements. Plus, lots of public safety organisations work with Motorola Solutions and use DIMETRA TETRA technology, so we know we will have the security, reliability, and flexibility we need, both now and well into the future. This is a long-term investment for us."

Jenny Rees, Head of Soft Services, Wellcome Genome Campus

"My teams love the new MXP600 radios. They are compact, lightweight and offer much better audio quality everywhere on campus. They are also packed with extra features, like the Lone Worker app and emergency button, and many more we haven't started using yet, so my teams can work more safely and efficiently. And being able to now manage our radio fleet here on-site is a huge plus."

Richard Figgins, Security manager, Wellcome Genome Campus

To ensure the required coverage – across the whole campus, from the conference centre, laboratories, meeting areas and testing facilities, to car parks and the extensive landscaped grounds – two separate base radios were installed at opposite ends of the campus. Radiocoms also organised the Ofcom licences (Ofcom has recently simplified its licensing process for smaller operators, which is also making these types of TETRA deployments easier) and initial trainer training, followed by a series of follow-on meetings to ensure all areas of the system were working optimally. In conjunction with Motorola Solutions TETRA Support Services, Radiocoms will continue to provide 24/7 ongoing support and maintenance, for both the software and hardware, with upgrades, repairs or replacements (with courtesy equipment), as well as licence management.

Talk groups have been established and the system and radios have been configured to meet both the wider team requirements and the specific operational needs of several different user groups, including Grounds, Cleaning, Security, Estates & Facilities Management, Health & Safety and Engineering. For example, should a member of the grounds team press the emergency button or not respond to a lone worker notification, this will be received not only by the 24/7 control room and members of the grounds group but also the security team, so groups can easily interact when necessary. The system is also compatible with WGC's existing IT infrastructure and security patrol system. The IT team

particularly appreciates the significantly easier system management, as well as the fact that, via iTM, it can now centrally programme, maintain and upgrade its radio fleet on-site; this saves time and cost, compared to the previous system, when radios had to be sent back to Radiocoms for any changes. The radios can also be ramped to 2.8W transmission power, giving long range coverage, essential for such an extensive site.

BENEFIT

WGC is benefiting from fully supported, more secure, high performance and flexible radio communications. Users are particularly enjoying the improved audio and coverage, as well as the latest handsets; the IT team, meanwhile, is appreciating the ease and autonomy of management of both the system and the radio fleet; and, finally, senior stakeholders are pleased with the cost and time savings the system is delivering, specifically regarding the speed of procurement and installation, the ability to programme and manage radios on-site and the reduction in licensing fees. Moving forward, there are plans to both grow the system, in line with planned campus expansion, and introduce new functionality and features, such as dispatch software.

Benefits:

- A fast installation, the new DIMETRA Express system enables simplified system management and centralised, on-site fleet management (via iTM)
- The system has layers of redundancy, for much improved resilience, as well as advanced defence architecture to ensure secure communications The tailored mission-critical network has been deployed to the Campus's precise requirements and offers both the flexibility and scalability to meet future growth
- Excellent feedback; end users particularly appreciate the MXP600, which is lightweight yet rugged, with advanced audio technology
- The bespoke nature of the system, with improved functionality, is increasing team safety and efficiency; for example, talk groups can be linked for effective incident response
- The system is saving time and costs thanks to the speed of procurement and installation, the ability to programme and manage radios on-site and the reduction in licensing fees

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