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## **Lothian and Borders Police Force Communications Centre goes live with FREQUENTIS Technology**

**On 8th February the first 999 was received at the new Force Communications Centre (FCC) located at Bilston, Midlothian (on the outskirts of Edinburgh). As prime contractor Frequentis was responsible for the provision of communications centre technology to support non-emergency call handling, '999' emergency call handling, the 24 hour advice and assistance desk and the co-ordination of operational activity. Those technologies include integrated radio operation throughout the Lothian and Borders area. The O2 Airwave radio service will also be incorporated, as it becomes available. The solution for Lothian and Borders Police currently has more than 80 working positions in the FCC and will shortly be expanded to more than 130 positions, fully networked over two locations. It can also be readily expanded to meet any future requirements.**

Lothian and Borders Police, the second largest police force in Scotland, is responsible for policing an area of 2,500 square miles of south-east Scotland with a population in excess of 800,000 people, although this number swells considerably with the annual influx of tourists. The Force is also responsible for the Policing of Scotland's Capital City, and the extreme policing demands generated by a host of major public events. This includes the Famous Edinburgh Festival, New Year Hogmanay Street Party, the Scottish Parliament and a growing number of ceremonial occasions attended by Royalty and Dignitaries from across the world.

At the core of the system, Frequentis provided its Integrated Communications Control Systems VCS 3020MCC for 999 Call Taking and Radio operation. This is based on proven Frequentis technology, already operating with customers worldwide in mission critical environments. Unlike alternative "Cold and stand-by systems" the Frequentis technology has a fully redundant parallel operating core switch, which ensures no interruption to connections, an important aspect when officers on the beat are relying on immediate support.

In addition, Frequentis contributed their expertise as prime contractor and system integrator including the supply of intelligent call handling and contact management systems in addition to telephony services for the high volume non-emergency part of the new Force Communications

Centre. With the delivered solution, Lothian and Borders Police is fully prepared for the introduction of the UK national O2 'Airwave' (TETRA) network, the digital communications replacement for the analogue radio schemes across UK Police forces. The Airwave 'Ready for Service' date for Lothian and Borders Police is scheduled for Autumn 2004. Full integration of both legacy radios and O2 Airwave services is guaranteed with the Frequentis solutions thus ensuring a seamless transition.

Roy Macintosh Head of IT and Communications at Lothian and Borders Police who holds responsibility for the IT and Comms part of the FCC-Project stated: "The FCC is all about improving the delivery of policing services to the public and communities of Edinburgh, the Lothians and the Scottish Borders. It is a major organisational change that requires to be supported by modern, intelligent and highly resilient technologies and systems. We set out demanding standards in tendering for the new systems. The Frequentis system presents a significant move forwards in terms of functionality and resilience, supporting the Forces core aim of improving the breadth and level of service to the public and our own staff".

"I would like to thank the Frequentis Team for all the hard work on our behalf over the last year. We have always been extremely impressed by the commitment shown by the Frequentis Project Team and their professionalism and meeting time-scales and overcoming difficulties that are expected naturally, due to the scope of the project. Most of these difficulties have been overcome and we are facing the Airwave go live in autumn this year with confidence".

Frequentis is based in Richmond Upon Thames and Littleport Cambridgeshire with Headquarters in Vienna, Austria. Although this is the first UK Police system, the company is not new to the UK. It has supplied many of its safety critical technologies for Air Traffic Control, Defence, TETRA, Public Safety and Public Transport. Including a National Networked communications solution with over 200 working positions for the UK MOD. Frequentis was selected earlier this year by both Essex and West Sussex Fire & Rescue Brigades to supply their 3020MCC ICCS solution.

The go-live of the Lothian and Borders FCC bring the total number of operational Frequentis Voice Control System working positions in the UK to almost one thousand working positions.

## **About Frequentis**

For Background Information about Frequentis please see [www.frequentis.com](http://www.frequentis.com).