

# Working together for a safer world



**Andy Madge**  
**FREQUENTIS UK**

andrew.madge@frequentis.com

**Individual expertise and experience are what elevate companies to the top of their field. Being aware of core strengths and abilities is crucial, but a common understanding and the ability to work collaboratively make the output much greater than the sum of its parts.**

When delivering a service or solution for a customer, the story doesn't end after implementation. True collaboration comes from trust, loyalty and understanding of a customer's needs, building strong and long-lasting relationships. It's also important to be able to draw on the strengths of others to fully support a customer in their goals. This is where strong partnerships

with likeminded companies are important, enabling the continued support of customer objectives and successful projects.

As an international supplier of communication and information systems for control centres with safety-critical tasks, Frequentis has expertise that spans more than seventy years. Many customers have remained loyal for decades, trusting the expertise and working relationship many times over.

For Frequentis UK, notable strong relationships have been built across a number of key business areas, including air traffic management, railways and the emergency services. This is why we firmly believe in trust and collaboration.

## Foundation

For over 25 years, Frequentis has supported UK air navigation service provider, NATS, working on both civil and military projects. In 2018, NATS honoured Frequentis as its Collaborative Supplier of The Year, for achieving successful project deliveries under challenging conditions.

The award recognised the benefit that the strong working relationship had for ensuring demanding timeframes, deliverables and changes were fully supported and successful. The lessons learned together over previous years had built a foundation which ensured, and continues to ensure, our customer is supported to the highest level.

The award was the culmination of several years of work on a number of projects. One was the Marshall Programme, a multi-billion-pound Ministry of Defence project delivering a complete change to the UK military's air traffic management system and voice communications infrastructure. Frequentis has also provided voice communications



NATS Supplier award 2018 (left to right): Tim Bullock, Director, Supply Chain, NATS; Herman Mattanovich, Executive Board, Frequentis; Andy Madge, Managing Director, Frequentis UK; Rob Watkins, Technical Services Director, NATS

to NATS London Area Control Centre since 1995. More recently, in 2018, Frequentis replaced NATS Flight Plan Reception Suite Automation system to provide a link between the European and UK data systems, under a demanding time frame.

A similarly strong relationship with Network Rail, the owner and infrastructure manager of most of the UK's railway network, since 2003, has also led to further upgrade and extension projects over the years. Frequentis has delivered the GSM-R fixed terminal system (Global System for Mobile Communications – Railway), with over 1,200 dispatcher terminals, and is currently supporting a multi-year upgrade scheme to manage increased network demand. Past collaboration has

also led to a trusted environment, enabling further development of the relationship between the parties, recently resulting in a four-year technical support arrangement that will improve the overall capability to the benefit of both the train routes and the operational efficiency of the infrastructure.

#### Evolved

With deep cross-industry experience in civil aviation, defence, public safety, maritime and public transportation markets, Frequentis is a market-leader in control centre voice communications. However, over the years, we have formed and evolved strategic partnerships and relationships that allow us to better serve our customers with overall solutions in other areas too.



“Past collaboration has led to a trusted environment, enabling further development of the relationship between the parties”

Mark Pearson, Frequentis Key Account Manager for the MPS, noted: “Our LifeX™ platform was the ideal solution to seamlessly manage all types of communication paths, presenting them in a

unified and manageable display. Prior to the bid, we had already been working with Hexagon for several years, on various UK and European emergency services projects, utilising their dispatch solution, the latest being HxGN OnCall®. With our LifeX™ solution already proven to work seamlessly with HxGN OnCall®, it was the obvious combination for the needs of the MPS. The key was for us to be seen as one, despite offering disparate systems.”

Frequentis has a 15-year history and positive track record with the MPS, providing reliable

By forming strategic partnerships with companies that complement your skill set or fill gaps in expertise, customers are able to benefit. Maintaining partnerships offers customers more choice. A good example of this type of relationship is the one we had with Hexagon before and during the tender for the Metropolitan Police Service (MPS) Command and Control (C and C) futures project in 2019. The MPS required a multimedia communication platform to enhance both public emergency contact and dispatch services.



radio dispatch services since 2005, and supporting vital radio transmissions for thousands of mission critical police operations. The system was also extended and enhanced in preparation for the London 2012 Olympic and Paralympic Games. Our history with the MPS meant that we already understood their needs and how we could fully support them. Partnering with Hexagon meant we could offer a combined solution, delivering a flexible system that captures emergency communication from the public and subsequently coordinates deployment of officers to incidents, pre-planned events, and other operations.

The collaboration and partnership was further demonstrated jointly at BAPCO 2019, which provided a platform to elevate the joint solutions suitability for the MPS C and C Futures bid.

“By forming strategic partnerships with companies that complement your skill set, customers are able to benefit”

The bid was a success and we were selected by prime contractor, Leidos to support the goals of the MPS to help to keep London even safer. Now into the delivery phase, we have continued to demonstrate our collaborative working through joint workshops, meetings and discussions, which benefit the MPS and Leidos in moving the project forward. Without both history and a strategic partner, the result may have been different. ■

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