

# Coverage!

Interview by Marjan Jansen Manenschijn

**Access to a simple communication system for all emergency service providers was one of the aims when installing the C2000 network. Although, Dick Kon, Quality Manager of the combined control room of the Zuid-Holland Zuid police force, is pleased with the system, he recognises that work is still needed to achieve comprehensive 'in-house' coverage. As he puts it: "If something happens to a citizen, we have to be able to help immediately."**

The new police station on Overkampweg in Dordrecht is a state-of-the-art example of integration. Before installation, all systems were geared to one another and tested. Nothing was left to chance. Nonetheless, there proved to be a hitch in the communication as regards indoor coverage and once the window-coating was in place it became clear that reception could not be guaranteed in all places.

## Safety first

Dick Kon: "As Quality Manager, I work to guarantee people's safety. Employees cannot perform properly if they do not receive information on time. In emergency situations we cannot afford for that to happen. We have been working with Flash for years and true to form, they were once again able to provide the right solution for the coverage problem."



*Dick Kon is enthusiastic about collaborating with Flash Services: "I'm a pragmatic person and always speak my mind about matters at hand. Flash Services understands that. They know the situation at the police force and stick to our rules. The great advantage of Flash Services compared to other suppliers is that their products and services are available to buy, hire or lease, which means you are always guaranteed customised arrangements."*

## Guaranteed indoor coverage

Marcel Koelewijn, Account Manager at Flash Services is 'one of the family' at the police force and knows better than anyone how difficult it can be to guarantee indoor coverage in some buildings. "Concrete and steel constructions cause signals to change course. That happens outside, for example if you stand behind a tall building, but inside there are even more obstacles. Our cell enhancers strengthen regular signals, meaning we are able to guarantee coverage. We have now set up cell enhancers at a large number of organisations, including car parks, police stations, airports and hospitals."

FLASH  
SERVICES NEDERLAND  
  
MOEZELWEG 136C  
HAVEN 5602  
3198 LS EUROPOORT RT  
NEDERLAND  
  
TELEFOON  
+31 (0)181 25 00 25  
  
FAX  
+31 (0)181 25 00 20  
  
INTERNET  
www.flash-services.com  
  
E-MAIL  
info@flash-services.com  
  
RABOBANK NEDERLAND  
35.12.32.362  
  
IBAN  
NL 29 RABO 0351 232362  
  
SWIFT  
RABO NL 2U  
  
KBC BANK BELGIË  
733-0234016-82  
  
BTW  
NL 8106.38.599.B01  
  
KVK  
24334970



**MOTOROLA**  
Authorized Distributor



## Close collaboration with VTSPN

Flash Services takes care of the whole package, including testing, delivery and completion. Marcel Koelewijn: "Once we have delivered, the preferred supplier takes care of in-house adjustments. We then install and fine-tune the cell enhancers. We also carry out the final test in collaboration with the customer and VTSPN, a partnership of regional and national police services in the Netherlands, which is responsible for final approval. Our collaboration with VTSPN is very close and very effective, meaning we can guarantee a comprehensive and flexible process, which definitely contributes to efficiency."

## Technical Solutions

*Flash has developed a number of technical solutions to offer the police, fire brigade and ambulance services improved indoor coverage of C2000 and ASTRID (public emergency services network in Belgium) at SCLs. The C2000 and ASTRID masts guarantee minimum outdoor coverage of 95%, however, indoor coverage is not guaranteed even though it is often available.*

### **SCLs**

*Indoor coverage is required to maintain public order and safety at SCLs in the Netherlands. Owners of SCLs are obliged to take measures to facilitate indoor coverage. This obligation also applies to new buildings in Belgium.*

### **Cell enhancer**

*Radio wave coverage is often obstructed in steel and concrete buildings, resulting in insufficient reception of signals from C2000 and ASTRID masts. The installation of cell enhancers offers a solution. These active antenna amplifiers strengthen the C2000 and ASTRID signals transmitted between the antennas positioned on the building and those within the building. Using this system, Flash has now improved indoor coverage in complex buildings such as police headquarters, car parks, and exhibition, conference and shopping centres*

### **Coverage measurements**

*Before advising on the best approach, Flash measures coverage in order to determine the indoor building locations where additional measures are required. Indoor antennas linked to a cell enhancer are then installed where reception is poor. With this approach, Flash is able to completely overcome the issue of poor C2000 network coverage.*

FLASH  
SERVICES NEDERLAND

MOEZELWEG 136C  
HAVEN 5602  
3198 LS EUROPOORT RT  
NEDERLAND

TELEFOON  
+31 (0)181 25 00 25

FAX  
+31 (0)181 25 00 20

INTERNET  
www.flash-services.com

E-MAIL  
info@flash-services.com

RABOBANK NEDERLAND  
35.12.32.362

IBAN  
NL 29 RABO 0351 232362

SWIFT  
RABO NL 2U

KBC BANK BELGIË  
733-0234016-82

BTW  
NL 8106.38.599.B01

KVK  
24334970



**MOTOROLA**  
Authorized Distributor

