

No compromise when it comes to security

Integrated communication system for TETRA, paging and C2000 in one incident room

Interview by Marjan Jansen Manenschijn



An impressive 80,000 m² of laboratories and office space! An 'accessibility challenge' of the first order. Around the middle of September 2009 Shell took its new Technology Centre in Amsterdam into use. Flash signed on for the emergency room, the paging and the TETRA system. Together with Fred Wijker from Shell, Wim Stam from Flash looks back on an exciting implementation.

In addition to consultancy and support for international clients within and outside Shell, at the Shell Technology Centre Amsterdam (STCA) research is also conducted into the improvement and innovation of oil, gas and chemical products and their production processes. In view of the exhaustibility of fossil fuels, research is also being conducted into clean and affordable alternatives.

"A client is a client, irrespective of order size or amount of equipment. It's about what you can mean for each other."

Integrated system

Flash is happy with a client like Shell. Shell Raffinaderij (Refinery) in Rotterdam is one of Flash's earliest clients and still a satisfied partner. Even before moving into the new

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premises in Amsterdam, the Technology Centre was a Flash client. And yet, right at the start the project took an unexpected turn. Wim Stam: "We had made comprehensive drawings of which extensions we could use to fit the existing analogue system into the new premises. Except it didn't work: far too much iron and steel. This meant we could not guarantee comprehensive coverage." Fred Wijker starts laughing: "Stam told me deadpan: 'We're going digital. It's more expensive, but it's the way forward.' He was right."



Fred Wijker: "As a client you have to be able to say: 'this is required', after which Flash says: 'These are your options'. Their strength is that you can rely on the fact that what they propose is the best solution for your situation. And that they meet the expectations!"

Optimum security

Security staffing is optimally covered at STCA. Via an own alarm number and the in-house and public paging system every alarm is received at the central incident room. From there the alarm is categorised and followed up immediately. Fred Wijker: "Automated alarms we handle ourselves. For other alarms we are connected directly to the Amsterdam Fire Brigade. All communications surrounding an emergency go via our own dedicated network."

The combination of paging, two-way radios and guaranteed coverage for the proprietary systems and C2000 has already proven its usefulness during an initial alarm. Fred Wijker: "On the beeper you can see right away what the problem is. The system makes that visible instantly and you can coordinate your actions accordingly. Around here you can't just blindly bring everything to a halt!"

Range of options

Wijker is enthusiastic about all the components of the Flash system, especially because of the security resulting from the 100% guaranteed coverage. "With this installation we have exactly what we need. In addition, this same system offers a range of options that we do not need right now but may need in the future. We can make this system into anything we need."



On the left Fred Wijker, responsible party at Shell as Fire Brigade Officer/Head of Emergency Services and on the right Wim Stam, Account Manager at Flash

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Product information

***TetraFlex®** is a fully IP technology-based TETRA digital trunking system. The configuration consists of separate units; 1 System Controller and 1 or more digital base stations (maximum of 4).*

TetraFlex® has a high call capacity. Because of the applied TDMA technology (Time Division Multiple Access) each base station provides 4 communication channels on 1 frequency, whereby 1 of the channels serves as the control channel. This means that with 3 base stations the client has (12 – 1) 11 channels for his communication requirements.

For organisations with a large work area up to 12 single site systems can be linked together into a single large radio communication network.

*With the **I-SEARCH paging system** the client is able to connect and adjust the settings of an unlimited number of pagers without being dependent on a network operator. With this private network the client does not pay any network or subscription costs. The system can be fully customised with its own group classifications, alarm priorities (for emergency team leaders, safety coordinators, department heads) and message composition.*

*Via the **TCS990 operating system** the incident room can make direct contact with the users of the TetraFlex® TETRA system and the I-SEARCH paging system. The non-blocking incident room system is equipped with two touch-screen operating screens that the operator can use to easily answer incoming calls, call two-way radios and alert pagers. The TCS operating system can be expanded with, for instance, telephone and ARBI connections, IP links, intercom posts and third-party systems on the basis of a range of standard protocols and network interfaces. The system provides an easy to understand, intuitive operating interface at all times, so that the operation can take place quickly and faultlessly even when the stress level increases.*

*Indoor coverage on the **C2000/ASTRID network** is something that Flash has now realised at various SCL locations. Through the placement of a cell enhancer, an active aerial amplifier, optimal indoor coverage is guaranteed. The C2000/ASTRID signals are amplified and passed from the aerial on top of the building to the aerials inside the building and vice versa. Flash has now realised indoor coverage in many locations in complex buildings like police district offices, (multi-storey) car parks, event centres and shopping centres.*

*In conjunction with **CallMax** the users outside the immediate range of the local system are also notified. CallMax provides national coverage for pagers that can be managed via telephone, Internet or e-mail. The high reliability and availability of the CallMax network combined with the robust Swissphone DE900 pager delivers maximum confidence that a sent message will always arrive.*

Flash as a total provider of radio communications makes it possible to keep advice, range measurements, customisation and equipment choice in one hand. Flash can supply an integrated system and will realise links with, for instance, paging, incident room systems, telephone switchboards and barrier installations.

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