

## UK OLYMPICS – A SUPPLIER PERSPECTIVE

On how to keep up with the customer

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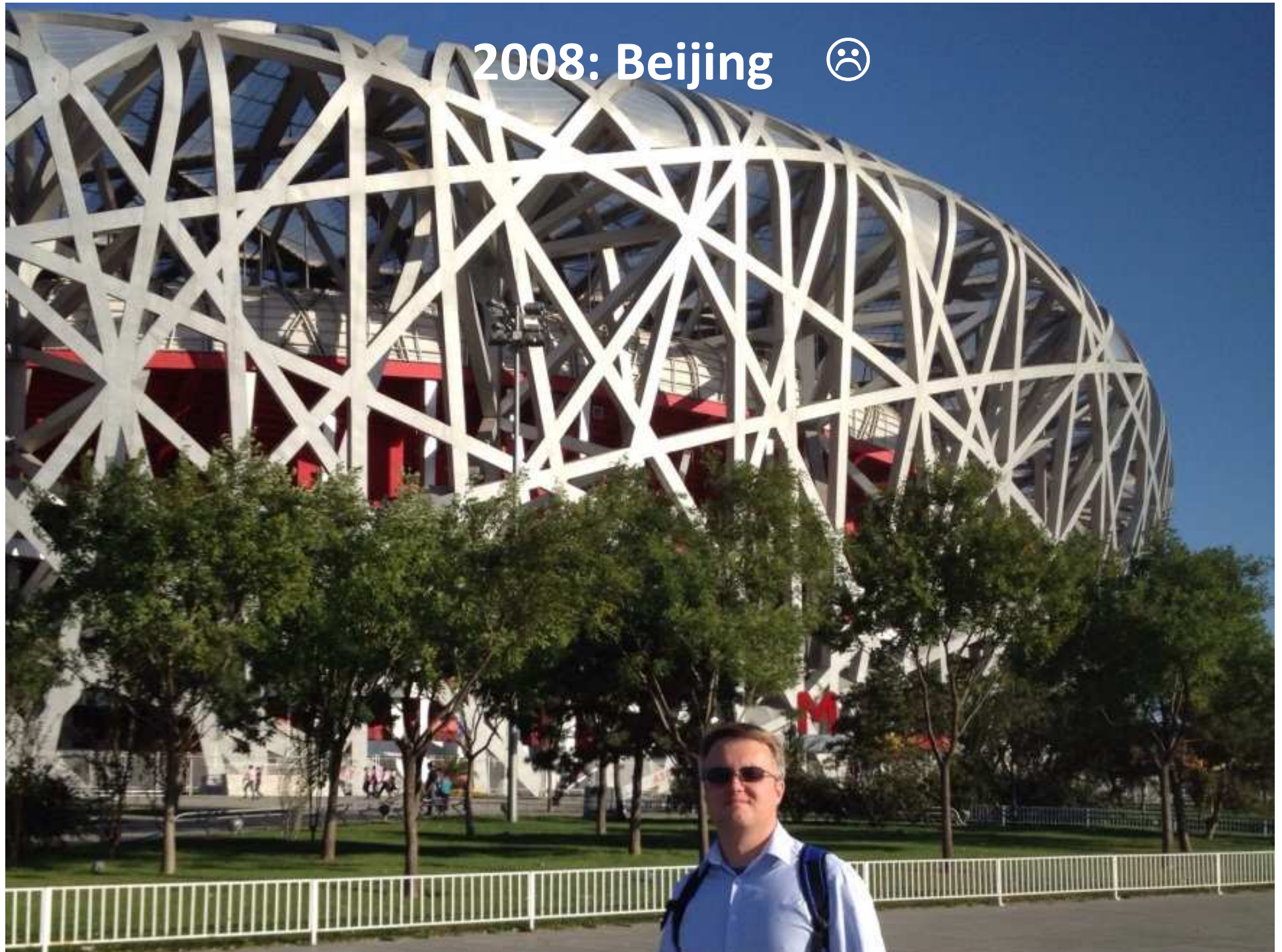
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**FREQUENTIS**

2004: Athens



2008: Beijing ☹️



2012: London



# Agenda



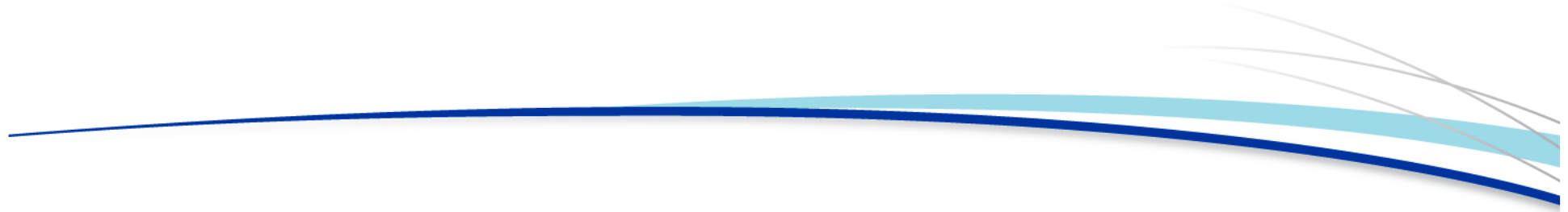
→ FREQUENTIS at Scotland Yard

The Olympic Requirement:

→ Getting the Job...

→ Delivering it...

→ Supporting it...



# FREQUENTIS AT SCOTLAND YARD



# Policing The Metropolitan District

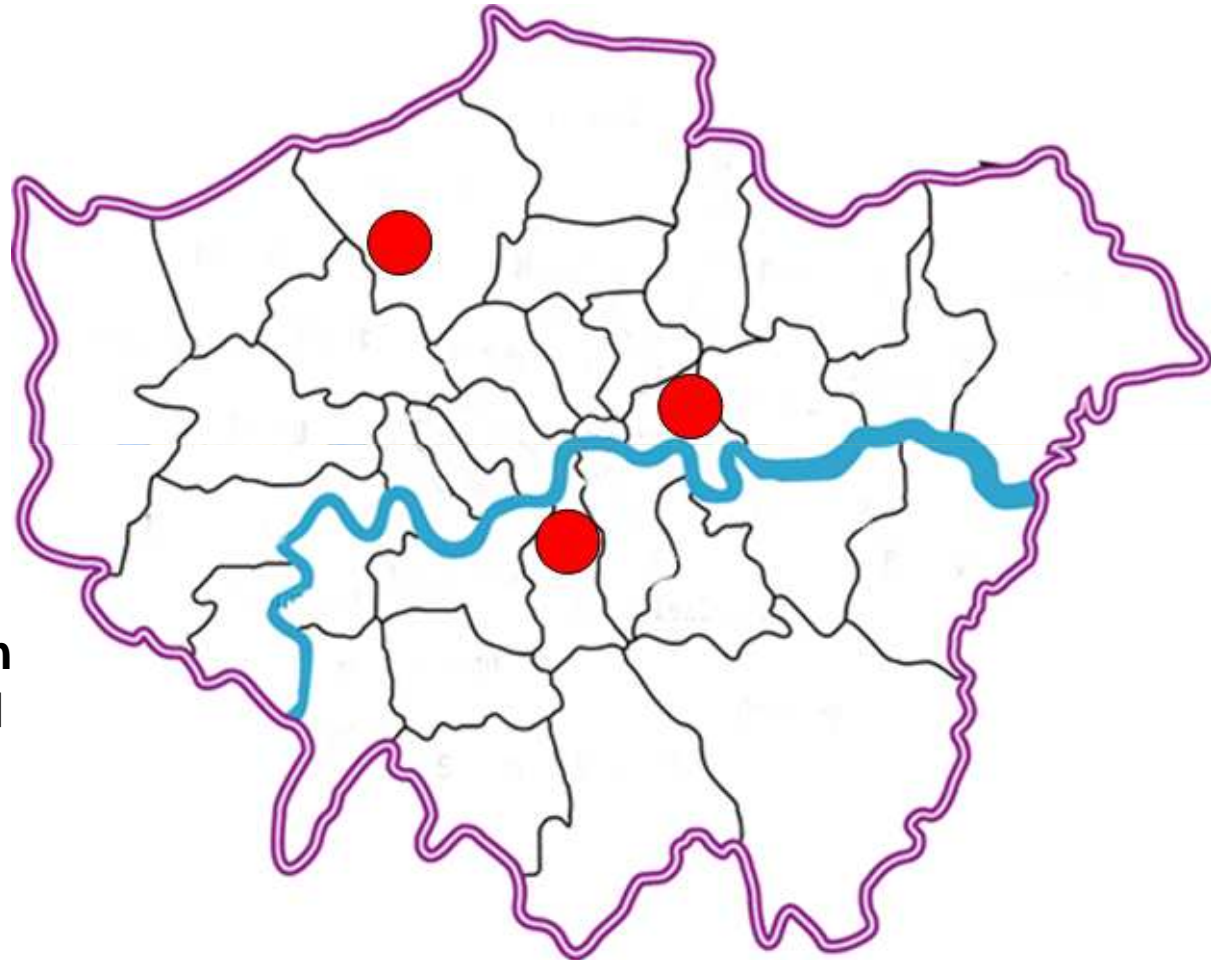
*City of London Police*



32 boroughs  
Metropolitan Police  
District (MPD), 35.000  
Officers



**2004 ->  
biggest consolidation  
program (C3I) started**



\*CoLP is independent,  
but is using the system as well

Greater London

1572 km<sup>2</sup> / 9.2 Mio.



# Why?

- Volumetrics and Modernise
  - Call volume growth, Service provided to Public
  
- Tetra Radio System (Airwave)
  - Centralised configuration reduced costs by 20-30m Euros
  
- Efficiency
  - Use of resources in a centralised environment
  - enables city-wide CCTV monitoring operation
  
- Business continuity

# Why?

## → Volumetrics and Modernise

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## → Tetra Radio System (Airwave)

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***“This was never an IT programme, it was always a business change programme”***

## → Efficiency

Ron McPherson, Met Police C3i Programme Manager

- Use of resources in a centralised environment
- enables city-wide CCTV monitoring operation

## → Business continuity















# Key Suppliers and Volumetrics

## → Key MPS Control Room Suppliers

- C&C, CHS, CGIS= **UNISYS**
- TETRA = Airwave Solutions (Based on Motorola Dimetra System)
- CCTV= **FREQUENTIS**, TYCO, Meyertech
- ICCS= **FREQUENTIS**

## → MPS Call Volume (April 2008- Apr 2009)

- 2,2 mil 999/112
- 3 mil non-999/112
- High Prio Incidents (I-grade): 635876
- Mid Prio Incidents (S-Grade): 315845
- Abuse of 'Hoax'/Abuse of 999/112 calls: 44% of mobile calls, 93% of landline calls.

# The Stats....

- Operational Since February 2006
- Tasks:
  - Incident Management 24/7; Planned Events & Major Incidents (SOR)
- 3 New Command Centres
  - 2 newly build, 1 refurbished
  - >23,000 sq m Floor, >1340 sq m Equipment Rooms >800km data cabling
- 3 Main Sites + Special Locations
  - City of London Police, 15 London Sporting Venues, 7 Royal Palaces, 2 Motorway Control rooms, Royal Parks, City of London Police, Heathrow, 10 additional MPS Sites, Parliament, Diplomatic Protection Group
- 533 ICCS Positions (Olympics: 630+)
  - 437 CCTV Equipped and 96 remote positions
  - Special Operations Room: 111 in Centre 1, 54 in Centre 2
  - Digital Radio: Motorola Dimetra Tetra (560 CCI Ports + SDS Proxys + MCADIs)

# MET Police Project

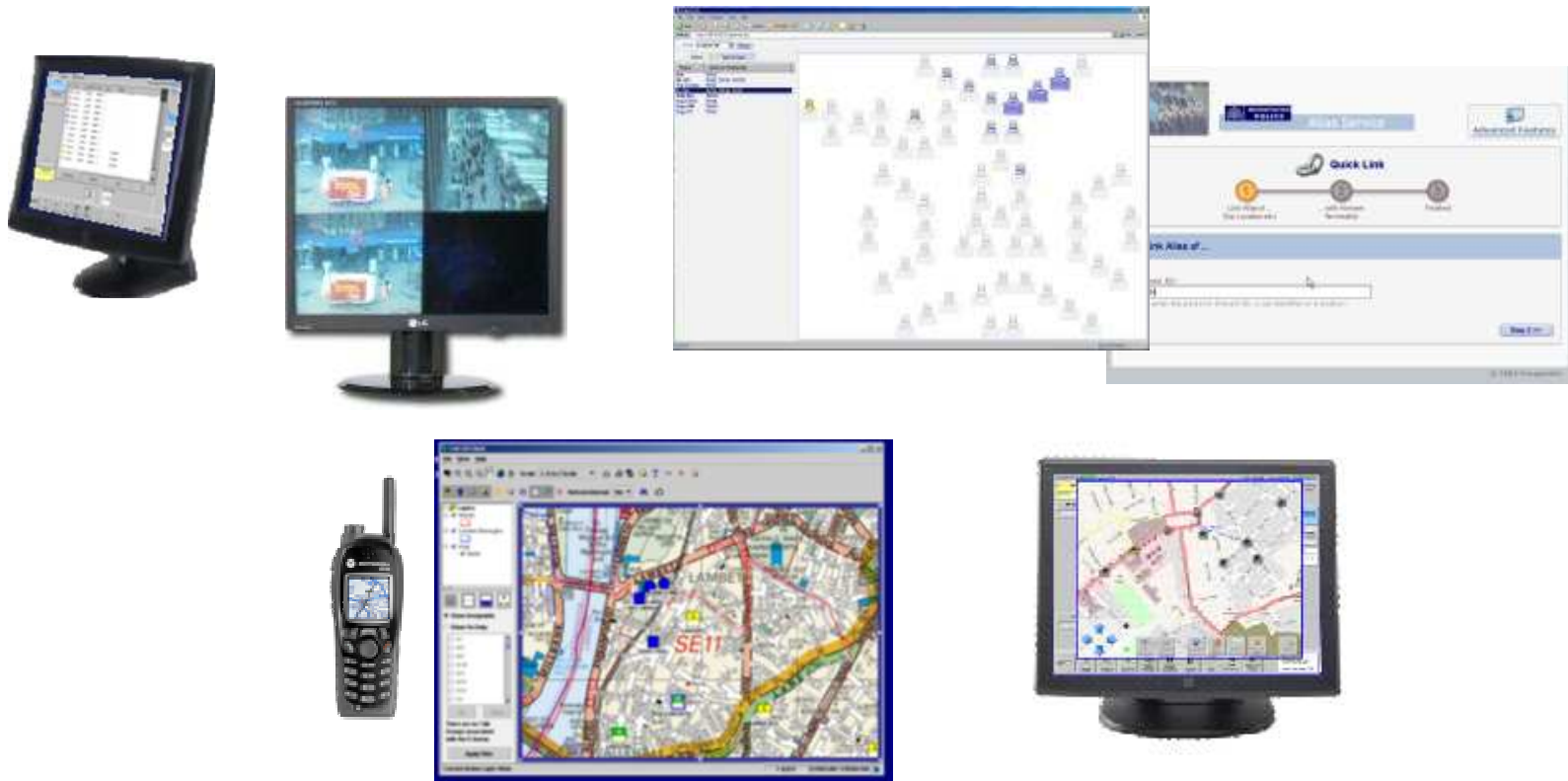
- MPS Project Start Q4 ,03
- Initial Contractor Failed Dec '04
- FRQ Contract Signed March 11<sup>th</sup> '05
- PoC delivered May '05
- Live on Airwave Oct '05
- 1<sup>st</sup> phase Live Feb '06
- Handover April '07

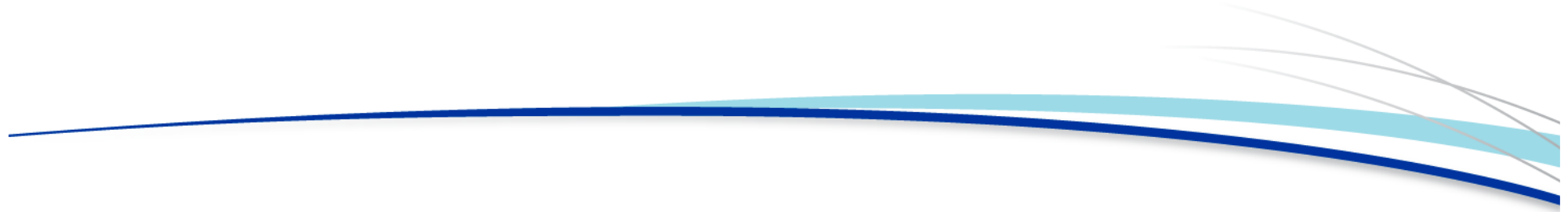


**Working together with  
Frequentis for a safer  
London**

# To MPS FREQUENTIS delivered...

- ICCS, CCTV Control, Automatic Personnel Location System, Supervisory Tools, Alias Service, IT infrastructure, Upgrade Olympic





The Olympic Requirement

# GETTING THE JOB...

# The Requirement

- Olympics = Business as usual... just bigger
- Desk Re-arrangement
  - Only Dispatcher and Writer have ICCS Position, Controller sits behind D/W



- Extend existing System
- >100 Extra ICCS Positions
- Additional CCTV Capacity

# Not so fast...

## → CCTV Improvements Needed after years of use

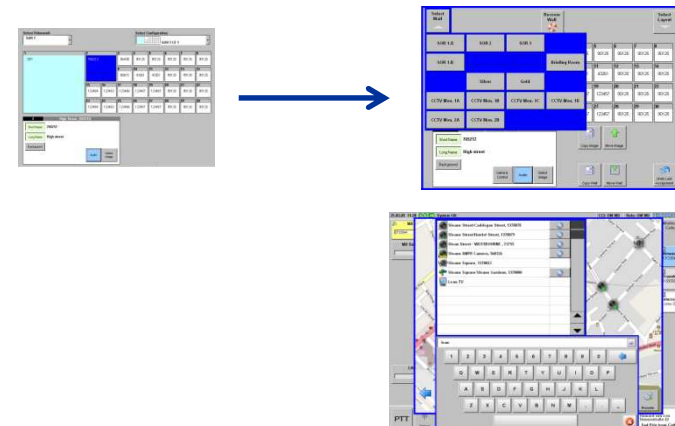
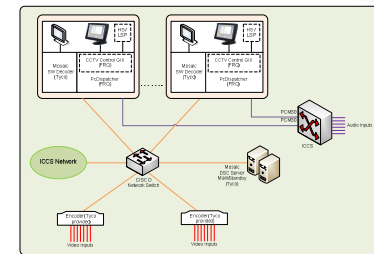
- Analogue
- No camera-from-map selection
- Functional Improvements
- Other Solutions available on the Market

## → Connection to Airwave

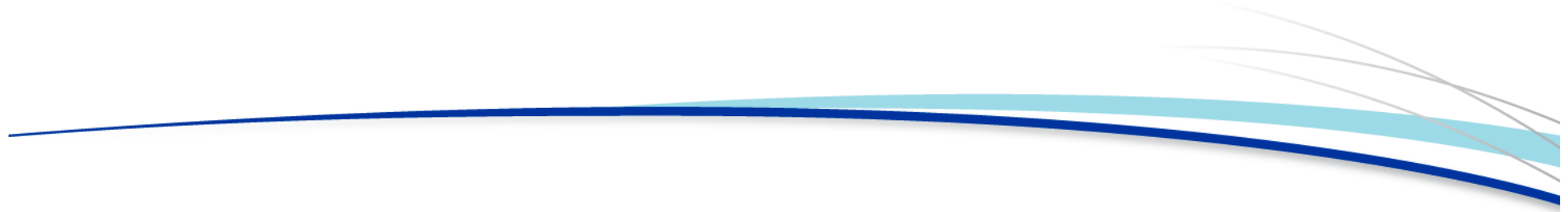
- Introduction of MCC7500 “Vortex” Ports
- Mixed Usage with “Centracom”-based CCI ports

# Proposal: Integrated Solution

- Digital Video Distribution in Control Room instead of Analogue
- Video presentation using PC COTS HW
- Integrated Corporate Map on GUI
- Learn from Operational Use
  - Improved copy/move of video feeds/walls
  - ,Undo‘
  - SAYT Location Search

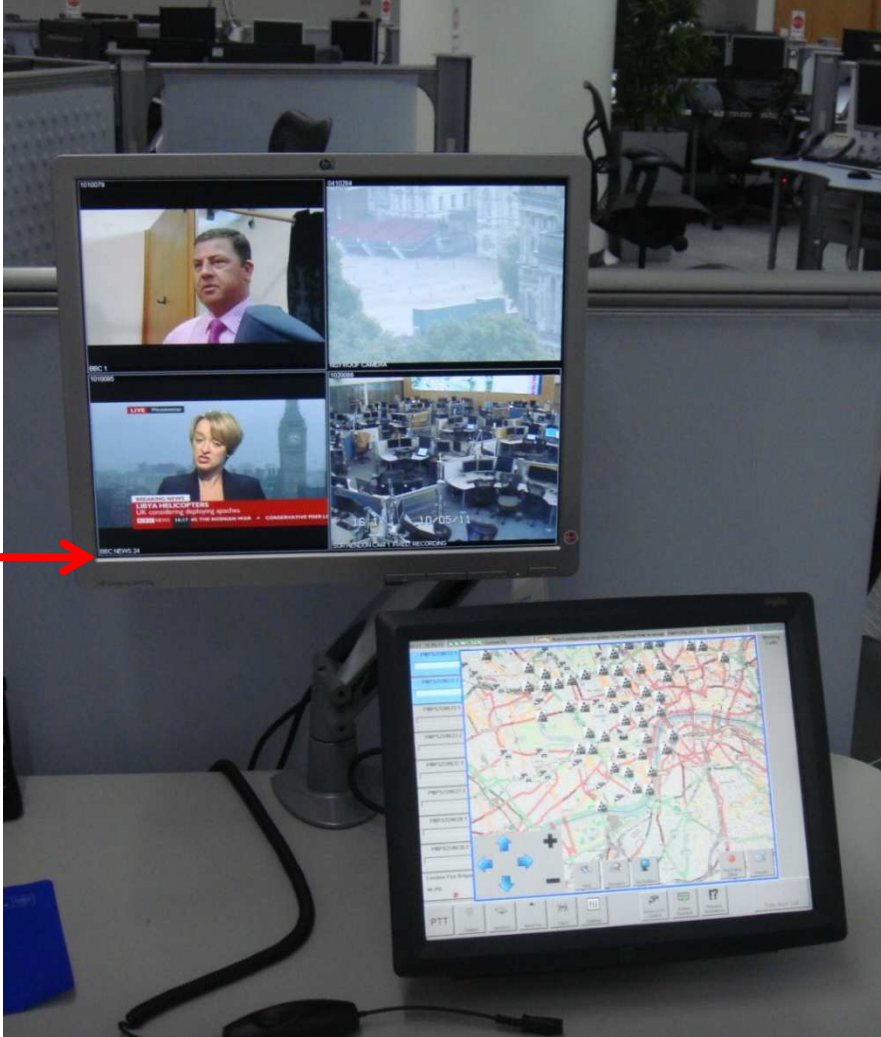






The Olympic Requirement  
**DELIVERING IT...**

# Integrated IP-CCTV GUI



# Project Overview

## → Extension of SOR Positions: ICCS + Dect Monitoring Solution + CCTV

- Centre 1:
  - 1 additional ICCS System
  - 64 additional Working Positions
- Centre 2:
  - 34 (+ 27 CCTV only) additional Working Positions
- Remotes: 4 additional Working Positions

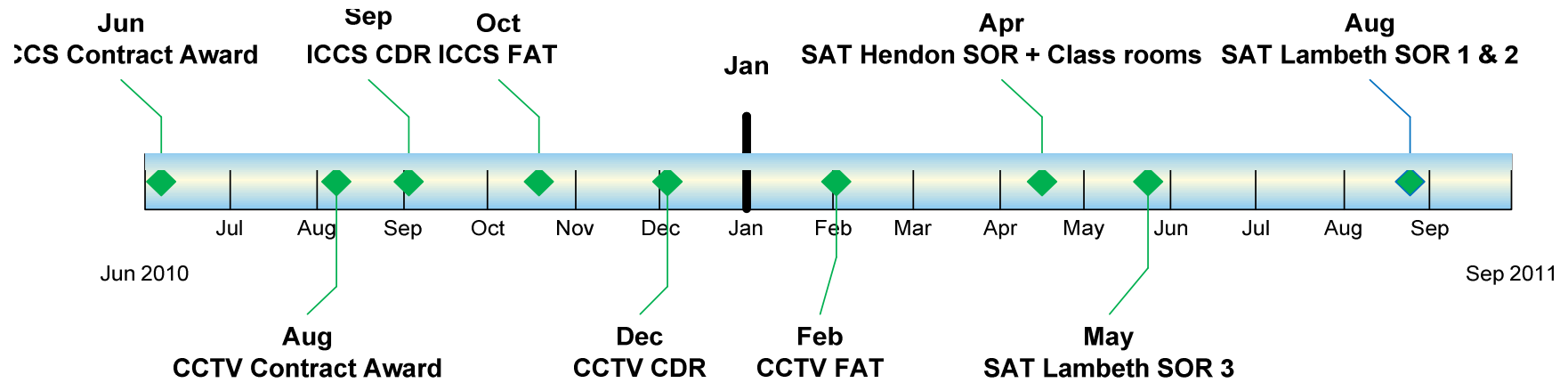
## → Connection to new Vortex Ports

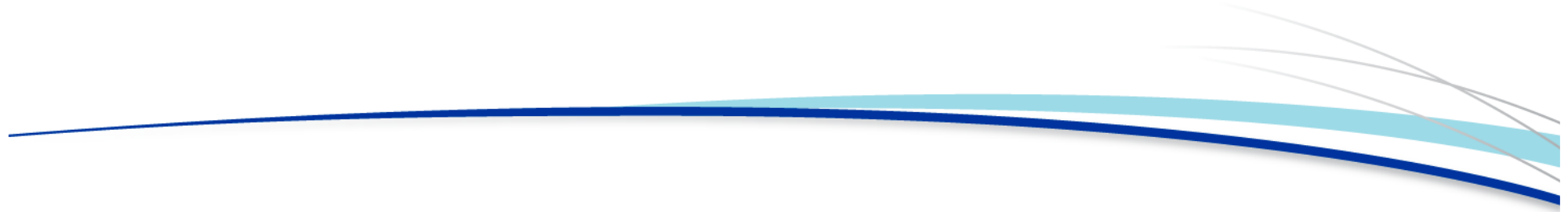
## → Digital CCTV solution: Integrated solution

- Digital Matrix (based on Tyco Mosaic + integrated on GUI) for Olympics
- Analogue extension of CCC Matrices & NSY Matrices
- GUI Improvements

**PLEASE ADD WHILE THE SYSTEM IS RUNNING**

# Time Schedule





The Olympic Requirement  
**SUPPORTING IT...**

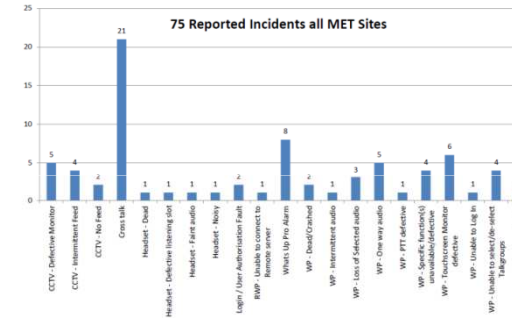
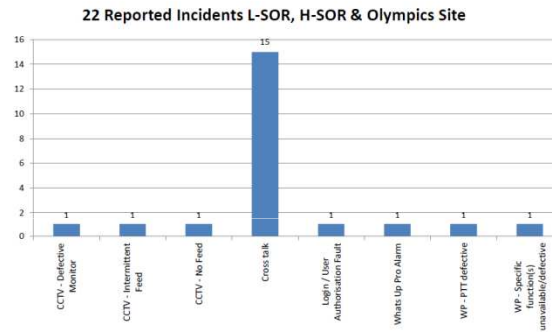


Jim Maxwell



# Supporting it...

- On-site presence by FRQ and telent staff
- Business as Usual:



## → Not Business as Usual: Sewage Pipe Burst

- Business Continuity: Main Control Room Closed, Operations moved to backup.
- Replaced 1 ICCS Working position PC, 8 Screens and 1 pair of clothes...
- Short Notice Re-configuration

# Lessons Learned



- There is no free lunch...
- Close Co-operation with Customer
- In Times of organised-crisis: Have the right people on site...





**Cheers!**