



# Your Service Still Matters

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- Quick recap
- What is still important
- How is the Service
- What's next for your Service





# Airwave Overview

Over  
**300,000**  
users

Over  
**3,800**  
base stations

**9** switch  
sites with **16**  
switches

**3** Network  
Management  
Centres

Government  
certified secure  
Network and  
Premises

**100%**  
roads coverage

Part of UK's  
Critical National  
Infrastructure

London  
Underground,  
City Metros &  
Air to Ground

## The Airwave Network





# The Airwave Journey



# The Airwave Journey

Airwave extends its mobile data and applications capabilities with the launch of Airwave Pronto through the acquisition of Kelvin Connect.

2011

2012

Airwave plays a vital role in London 2012 and Diamond Jubilee, both for blue light customers and the event organisers.

Surrey Police becomes the first police force to replace police notebooks with Airwave Pronto e-notebook

Airwave Glasgow Commonwealth Games and NATO Summit.

2014

Enhance and Optimise

2015

The Airwave radio Emergency Button is pressed every 6 minutes to summon urgent assistance.

Over a third of police forces are using Airwave Pronto.

Airwave becomes a Motorola Solutions Company.

Airwave supports the ESN Program

2016





# Customer Focused

- Over 16 years experience and still going strong
- Dedicated Major Incident Management Teams 24/7
- Dedicated Business Relationship Managers
- Recognised by Motorola Solutions as the experts in Critical Communications Service Management i.e. Business as usual!





# Continuity and Availability

- We have built an award winning network that will continue to support the Blue light and public safety services
- We act on lessons learnt
- Responsiveness and able to cope with the unexpected and major incidents that you have to deal with
- Resilient network giving mains power autonomy and coverage across the UK for up to seven days
- The benefits of the Airwave service i.e. Secure, resilient, highly available, everywhere





# Network & Service Utilisation

- You are still using the network and benefitting from a great service
- Offer 24 x 7 service supported 365 days a year
- Average 2, 450 inbound calls to the service desk per month
- Closing average 2,000 incidents per month (customer reported)
- Run de-brief session with customer base to share learning on how they use the network
- This is a live and important service for you – our eye won't go off the ball







## Pulse of the Customer

Customer satisfaction is important and it is important you can tell us anything over and above what our SLAs tell us

We ask you all every month how you are feeling and what we could do better

We use this  
information to drive  
improvements





# What next

What are we doing to assure and improve your service over the next 3 years:

Delivering further requests for special Coverage

CHS testing

Flood prep with third party suppliers after the 2015/2016 extreme weather

Complete Firewall replacement

Upgrading network for interoperability (Network Interworking)

Leased line / Kilostream replacement

Leveraging Motorola worldwide capabilities & experience

We are here to help with transition taking our 16 plus years of experience into the future communications world





# AIRWAVE

a Motorola Solutions Company

## Thank you for listening

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