

# Kingston Communications Wins MultiMillion Pound Police Contract

Submitted by: Zed PR

Thursday, 30 September 2004

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North Wales Police Authority has awarded Kingston Communications a multi-million pound contract to replace its entire communications infrastructure.

The five-year managed service agreement – which was secured following a competitive tender - brings the number of substantial police authority customers that Kingston currently has in England and Wales to 17.

It will see Kingston replacing the force's existing network with a single converged voice and data network supporting IP (Internet protocol) telephony.

Initially linking 75 sites, the network could also support high bandwidth multimedia-based applications such as CCTV and video conferencing.

Over the last two years North Wales Police has begun implementing new cutting-edge IT applications such as a Records Management System, Duty Management System and a new Command and Control application.

Aspects of these systems will be interfaced together to provide a “one stop shop” approach to operational police systems, and will also be accessible in a mobile environment via palm and tablet devices.

Geoff Bradley, ICT Director at North Wales Police, points out: “Our current network was reaching capacity and we simply could not make best use of the new applications or exploit the advantages of multimedia. These capabilities are very much in line with the national desire to use technology to improve front-line policing.”

The IP virtual private network (VPN) solution will have a high bandwidth 100Mbps LAN Extension Service (LES)\* based core linking 20 larger sites, with 55 further sites being equipped with a minimum 2Mbps IPVPN service. This means that any required change to network capacity can be easily accommodated.

As well as deploying Cisco based LAN switch and routing solutions to each site, Kingston will also upgrade the force's 22 existing Mitel PABXs to support IP telephony, adding remote IP handsets at smaller sites.

The multi-million pound managed service agreement also covers project management, implementation and ongoing support as well as call logging and 24 hour network monitoring and management.

Geoff Bradley commented: “North Wales Police required a more flexible, resilient and scalable infrastructure that could easily evolve as the network changes and develops over time. Following an extensive European tender exercise, we chose Kingston because we needed an organisation who could not only provide and deliver a single solution for voice & data, but also importantly provide a fully managed service, with the emphasis on customer service.”

North Wales Police are responsible for policing a large geographical area, which is home to approximately 657,000 people. It covers large rural regions, busy towns, two cities and the Snowdonia National Park, all of which require very specific types of policing support. There is also the ferry port on Anglesey, a number of significant tourist areas, and the industrial regions of the eastern side, which are experiencing a surge in development.

Other police forces that have communications contracts with Kingston include Gloucestershire, Derbyshire, Humberside, Avon & Somerset, West Mercia, Warwickshire, Sussex and Surrey. ENDS

Notes to editors

\* This allows you to connect two sites with local area networks (LANs) to create a wide area network

Note to editors

About the Kingston Group

Kingston Communications is a leading provider of communications. Our capabilities are built on the solid experience gained in our heartland in East Yorkshire, where we have been providing leading edge residential and business services for 100 years.

Today, we also offer a wide range of voice, data and internet services to businesses across the UK as well as outsourced contact centre services. Using our own network infrastructure, we deliver reliable, cost effective connections for our customers. By listening and working closely with them, we use our experience and expertise to help companies serve their own customers as effectively as possible. Kingston Communications is a member of the TechMark exchange.

For further details on Kingston Communications, please visit our website at [www.kcom.com](http://www.kcom.com)

For further information, please contact:

Claire Thompson

Zed PR

Tel: 0118 944 0394

Email: [Claire@zedpr.co.uk](mailto:Claire@zedpr.co.uk)

Cathy Phillips

Kingston Communications

Tel: 01482 602400

Email: [cathy.phillips@kcom.com](mailto:cathy.phillips@kcom.com)