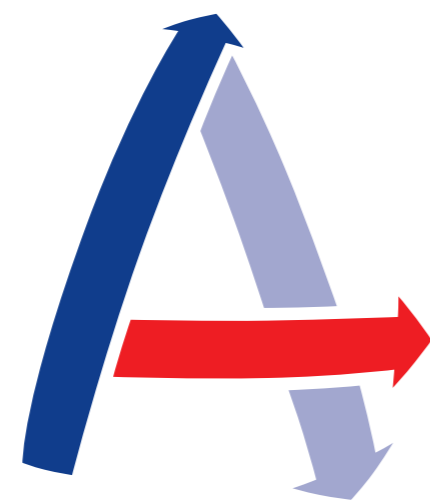




DECT solutions



ANT telecom



ANT telecom

ANT Telecom provides system integration solutions that include design, implementation and maintenance of communication infrastructure for medium to large businesses.

Our portfolio consists of digital and IP telephony systems, contact centres, asset tracking, mobility systems such as DECT and PMR and integrated lone worker and process monitoring.

For over 25 years ANT Telecom has helped companies to reduce cost and increase productivity through successful implementation of integrated communication systems. Our solutions have enabled organisations across various markets to improve communications with their customers, suppliers and with each other. The benefits have led to higher revenue streams, improved service levels, faster response times and better security.

And our key strengths are our well chosen technology partners and our workforce who combine technical know-how with a strong focus to deliver an excellent service.

For more information about any of the solutions in this brochure, please call 01494 833100 or you can email info@anttele.com

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Summary

A DECT solution that delivers far more than simple mobile telephony

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ANT Telecom has teamed up with leading suppliers in their field (Avaya, Funkwerk and TASS) to design a DECT solution that can provide far more than simply mobile telephony.

For many companies across many vertical markets the ANT DECT solution has become a necessity and an important part in their communication strategy in order to:

- Improve customer service and build brand loyalty
- Increase profit by reducing cost through increases in site efficiencies
- Improve employee's motivation and productivity through effective and state-of-the art processes
- Optimise business process and improve security
- Fulfil business and industry related requirements (e.g. health and safety)

Most companies are aware of DECT as an office telephony tool for people who need to be available when away from the desk. ANT's DECT solution provides much more than this and enables companies to replace paging or mobile radio systems.

Our DECT system has interfaces to third party equipment, such as fire alarm and process monitoring systems. This integration improves security, reduces risks and increases productivity by reducing machine downtimes.

Furthermore it can integrate with, but remain independent from, the existing telephone system. In this way an implementation is possible without having to replace the incumbent PBX.

"We have been working successfully with ANT Telecom for over 13 years. We currently use their mobile communication systems, either DECT or paging, with integrated lone worker applications in 16 of our distilleries across Scotland."

Barry Paterson, Diageo



Top left: DECT handsets can provide lone worker protection.

Top right: Make and receive calls and text messages wherever you are on-site.

Main picture: Ex-approved solutions enable full communication in very dangerous environments.

The four main functions of the ANT Telecom DECT solution



Hotels can profit from being able to service guest requirements quickly.

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Mobile telephony that enables users to make and receive telephone calls anywhere on-site.

Lone worker functionality or Man-Down alarms so mobile users are protected whilst working alone. Alarms can be routed to a central location and to other DECT users.

Group calls so users can speak with multiple people at the same time. This is particularly helpful when assigning tasks or in emergency situations.

Messaging and alarm integration so DECT users can receive up to date building or process alarm information anywhere on site.

It is also worth pointing out that the solution is modular, therefore you can choose the required functions that you need to make up your solution.

The four functions in more detail:

Mobile telephony

The main advantage of any DECT system is to enable users to make and receive telephone calls anywhere on-site in a similar manner to mobile GSM phones. However, a system based solution provides more functionality and better integration for more seamless telephony. For example, basic PBX features are available to DECT users such as caller display, call transfer and centralised voicemail.

As DECT is a system based solution, all internal calls are free of charge and external calls are cheaper as calls are routed via the PSTN or an organisation's wide area network. Management of external calls is far easier to handle as they can appear on an existing Call Management System.

Unlike many, the ANT DECT solution is highly scalable and is able to connect up to 1,000 base stations and 2,000 DECT phones.

"ANT Telecom designed, installed and now maintain an integrated PBX, DECT and lone worker alarm system with over 1000 ports. They provide Celanese Acetate Ltd with a dedicated, polite and efficient helpdesk, contactable, professional and very friendly pre- and after-sales customer care and excellent handset maintenance service. They continue to help Celanese stay in touch with new developments within communications."

Dal Aietan, Celanese Acetate Ltd

Lone worker

Included within the range of DECT handsets are devices that have been designed specifically for lone workers. These DECT phones are fitted with panic buttons and tilt sensors so that manual and automatic alarms can be triggered in the event an accident occurs on-site. Alarms are presented as a text message to other DECT handsets and on the central messaging server. It is completely flexible who receives the alarm messages and various escalation options are available.

In order to reduce the time to locate an injured or unconscious person, the alarm message can either detail a broad area (base station) or a specific spot (radio beacons) where the person would be.

For audit trail purposes, all system actions are logged on the ANT Messaging Server which can be reviewed after the event has occurred.

Group calls

Group call enables users to speak with multiple users all at the same time – similar to the functionality of a private mobile radio (PMR) system. However, within most mobile radio systems, people can listen into the conversation but only one person can talk. The ANT DECT system on the other hand can be set up so that all parties in a group can talk and furthermore, several groups can communicate simultaneously without blocking the system. For example, a security team could be notified at the same time a problem such as a fire alarm is raised. The group-call facility is also vital in a hospital environment, especially where it is expected that various emergencies happen at the same time involving different members of staff. The flexibility of the ANT group-call facility is almost unlimited and can be configured to individual requirements.

Messaging and alarm integration

Text messages can be sent to individual DECT handsets or groups thereof. This is particularly useful in manufacturing or hotel industries when tasks can be sent to groups of users and the first respondent handles the task.

By integrating the ANT messaging server to existing building or process management systems, businesses can reduce system downtime or improve their customer service.

As a modern production line or process is a huge investment, it is justified on the basis that the machinery used increases production throughput. It is therefore important to keep the line or process running and to detect and resolve issues before they affect productivity. This is usually taken care of by a SCADA system, whereby a problem detected will raise an alarm message at the management control. As it is not always possible, or is too expensive, to have a system specialist on hand to wait for a problem, the process of informing and making a specialist available to attend the issue is vital.

The ANT DECT system integrated to the SCADA system allows the required specialist or specialist team to be correctly notified automatically in the event of a fault occurring. The message detailing the detected problem and the machine involved can be directly sent to the required recipient(s).

The same principle applies in the event of a fire alarm or air conditioning unit failure within a hotel, whereby the fault could be checked and resolved before the customer is even aware of the issue.

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The solution comes with a range of FC4 DECT handsets designed and manufactured by leading German company, Funkwerk Plc. The FC4 series handset unites decades of experience and technical know-how with the latest developments in ergonomics and energy management. The FC4 series phones have the same look and feel as the popular FC1 range and are designed for the industrial market, with robust exterior housing, yet are light and slim-lined in order to be carried in a pocket or belt clip.

There are three different models within the range: FC4, FC4 L (man-down) and FC4 DSS (full security) phone. The FC4 and FC4 L phones are also available as an ATEX intrinsically safe version.

FC4, FC4 L and FC4 DSS models are similar in appearance and share common features and functionality that include:

- Colour driven menus with corresponding coloured buttons for easy navigation
- Standby time: 150 hours. Talk time: 16 hours
- Precise battery level indicator
- Missed call and dialled call list with easy entry into phone book
- 20 MIDI ring tones to choose from which can be used to differentiate between internal and external calls
- IP65 compliant – totally protected against dust and protected against low pressure jets of water from all directions
- Phone book capacity 500 entries
- Time display

"In 2002 ANT Telecom installed and commissioned a Digital Enhanced Cordless Telephony (DECT) system that provided mobile communication, and up-to-date building and process alarm information, including lone worker protection, at AstraZeneca, Bristol. In quarter four 2007, we implemented a successful project to upgrade the server, software and handsets, which are covered by a comprehensive FLEX24 five-year maintenance contract."

Steve David, AstraZeneca



Clockwise from top left: Process monitoring straight to your handset; lone worker protection such as automatic check-calls, tilt switch and pull-cord; text messaging to both on- and off-site contacts; a normal cordless phone that sits on your desk.

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DECT can help to improve businesses in many ways. Manufacturing plants can reduce down-time and improve processes. Companies with lone-worker requirements can improve their security and by doing so comply with health and safety regulations.

Hotels can improve their customer service by providing mobility to guests by improving the speed at which staff can respond to their demands. In fact improving customer service has been the reason for many companies to implement DECT.

To find out what a DECT solution can do for you, please call ANT Telecom on 01494 833100 or email info@anttele.com

"No auto-announcements, no systems to get past, I contact one person and they deal with my request and let me know when it's done."
 Caroline Lozel, Fredricks Hotel



ANT Telecom.
 Integrated solutions
 for over 25 years.

AVAYA

BUSINESSPARTNER



All industrial handsets
are Ex-approved

funkwerk
security communications



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ISDN/IP telephone systems	DECT mobility, paging and PMR	Call/contact centre applications	CTI/CRM integration	Lone worker/alarms and messaging	EX-approved solutions	Integrated hotel communications	Office/industrial on-site comms	Government institution comms



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