

A Guide To

Business

C Communications

For Leisure & Visitor Attractions



Solving your
operational issues

New ways of working and
supporting technology
explained

Implementation



What is Business Communications?

As a concept, business communications is about how you relay information between your team about operational status and customer management. This can be as simple as a few traditional two-way radios in a small leisure park right up to a multi-site visitor attraction brand with indoor and outdoor spaces that require constant supervision, whilst adhering to legal compliance regulations. We've worked with a wide range of customers in recent years, implementing new technology to automate more processes and provide faster, more accurate information about your key people and assets.

We like to talk about "Connected Business". Here's an example of some solutions deployed within the leisure environment:



How can organisations use Business Communications Solutions?

Communication can be relayed in a timely, accurate manner to make sure that when situations arise with customers and staff, they get addressed promptly. The latest technology allows ops teams to locate people and assets quickly to a more finite location, even pinpointing which level in the building someone is for example. This approach gives a true live tracking facility, ensuring absolute safety, quick response times, more accurate service check in from cleaners and security, plus more efficient job dispatch.

Business Communications Solutions specifically for Leisure & Visitor Attractions

- Full coverage indoors, outdoors, local and national - even international.
- Flexible contracts to suit you. Lifetime contract warranty.
- Live location tracking
- Personal video surveillance via bodycams
- Cleaning and security walk rounds and check in
- Remote system maintenance plus device lock and wipe for GDPR compliance
- Panic buttons
- Security alerts
- One device that acts as radio and mobile

Leave the tech to us, so you can get on and run your site with kit that just works

At Foresolutions, we don't really like to talk about the tech, as in our experience the important concern for you is solving operational challenges. That's why we start with the problem and choose from the wide range of hardware and software solutions to best fit your specific needs and requirements. However, before we get into the detail let's explain some of the basic concepts of radio versus some of the newer solutions in a real world scenario of business communications.

Some of the key considerations laid out to help you understand what you need

Most larger leisure facilities will already have some sort of comms system in place, usually a traditional two-way radio set-up. We've categorised some of the main aspects of choosing the right solution for you.

Traditional Two-Way Radio vs Push To Talk Over Cellular (PTToC)?

The two main options for your core communications are traditional two-way radio or newer PTToC tech. The main difference is that radio uses a closed network using repeaters to provide coverage, whilst PTToC uses devices with a SIM card that uses your mobile network or a local WiFi network to provide connectivity. Both have their pros and cons.

Coverage

Two-way radio can work point to point with themselves or for wider area networks will need their own repeater infrastructure. With PTToC the reach could be national and even international, but only if there is network or WiFi coverage.

Single Point of Failure

Radio repeaters can fail, which then means the whole system is down. Possible failures on PTToC could be mobile coverage or problems with the WiFi network, but you are generally less likely to have a single point of failure.

Major Incidents

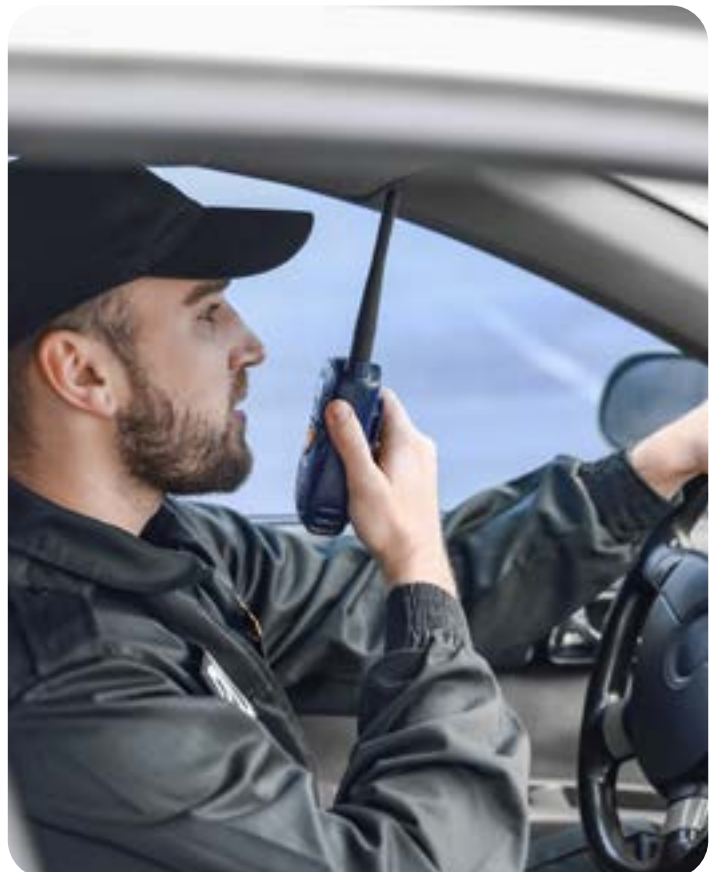
Radio networks generally stay working, mobile networks can get saturated or shut down by the emergency services, however if you have a WiFi signal this will act as a backup.

Apps

PTToC devices do come with the ability to use most Apps your workforce may need to access. This can still be done on a higher tech radio system, but the functionality works particularly well with PTToC.

Routine Cleaning & Security Checks

Some people use Paxton style check in for cleaners and security. With PTToC and indoor location, you can see accurately where people have been and also evidence this without the need for manual checks using fobs.



Push-To-Talk
Over Cellular



Two-Way Radios



Body-Worn
Cameras



Lone Worker &
Mandown Alerts



Indoor
Tracking



Outdoor
Tracking

To Upgrade or not?

I've already got a traditional radio system, should I upgrade to PTTToC?

Until recent years there was only really the choice between two-way radio & mobile, with the key concern being analogue to digital migration. We now have Push To Talk Over Cellular (PTTToC) that's joined the party. These solutions now enable you to combine advanced smartphone technology with many two-way radio features over 3G, 4G, 5G or WiFi networks, using your existing Android or IOS mobile phone if you wish or an alternative compatible device.

Phased Migration Paths

You don't have to change everything at once. Many people are still on analogue radios, so the first phase will be about moving to digital. For customers who already have a digital radio network we can incorporate PTTToC devices by adding in a gateway that allows communications between the digital radios and cellular devices. This is a great way to try the newer technology without the outlay of replacing all your kit at once, or use PTTToC to extend your coverage to another site where expanding the radio network would not be viable.

As well as the key comparisons we made earlier, here are a few extra features associated with PTTToC:

- Hardware warranty is an important consideration. They can range from 12-36 months on kit purchased outright, however leasing or contracting your hardware as part of your business communications deal often provides inclusive warranty as long as you are in contract. PTTToC devices such as the Sonim XP8 we used for Golden Square Shopping Centre generally come with longer warranties.
- With PTTToC you can have one device that acts as a mobile phone and radio using cellular and WiFi connectivity, whereas with radio you may still need company mobiles for some employees.
- Easy to set up
- No Ofcom licence requirements
- No limits to an area or site, it can be used wherever there is 3G, 4G/LTE, 5G or Wi-Fi coverage
- Users can have one-to-one or one-to-many calls
- PTTToC devices differ in functionality according to make and model, however some have many features normally associated with two-way radios on a compatible "two-way radio phone" device, or via an app on your existing phone or tablet. Make sure your chosen supplier advises on the right combination of hardware, software (App) and tracking Bluetooth beacons if the enhanced indoor and outdoor location tracking feature is on your wish list.



Consolidate your costs and save

No need to invest in separate mobile devices, radios and compliance monitoring systems - we can do it all together and save you time and money



An easy path to indoor & outdoor tracking for a faster, more accurate response

There are devices available that when paired with the right software and location beacons, will give you accurate live indoor & outdoor tracking with your traditional comms



Easily meet your compliance obligations

- To ensure health, safety and well-being
- Understand occupancy & movement of people
- Understand usage of spaces



Example Use Case Scenarios where our communications and tracking solutions can overcome challenges around response times, ops efficiency and compliance

- **Robust communications network** across single or multi sites
- **Real-time video surveillance** using drones and bodycams
- **Key Management** using location trackers
- **Presence of Fire Extinguishers** using location trackers
- **Fire Alarm activation** pattern tracking & management
- **Cleaning schedule** notifications
- **Accurately locate** an ops team member indoors or outdoors
- **Air quality monitoring** - levels of CO2, carbon monoxide and other potentially hazardous elements
- **Water detection:** Leaks or flooding in buildings may go undetected, causing damage to buildings & assets
- **Panic buttons:** Staff may require urgent assistance due to a customer or colleague emergency
- **Temperature monitoring:** alerts when it is too high or low help maintain comfort & energy efficiency
- **People monitoring:** Outside sheltered areas such as car parks may be used by rough sleepers or gangs who can intimidate customers and staff, cause fire risks or engage in illicit activities, CCTV is often compromised and isn't proactively monitored so there is no consistent way of identifying areas that need intervention.
- **People Counting:** Easily keep track of how many people are on your site, especially when extra restrictions on capacity compliance measures are required

Save hours of time through automated checks and alerts that free up your team for other vital tasks



Case Study

National Trust Clivedon

Foresolutions LTD worked with the National Trust Clivedon to upgrade and re-purpose their 2-way radio system and provide maximum compliance & flexibility for their site management team.



Solution Highlights

- Re-use of existing radios + new Hytera kit
- Discreet hardware installation
- Covid compliance
- Lone worker protection
- Seamless Indoor & outdoor communications

Client Overview

Formerly home of the Astor family, the National Trust's Clivedon has glorious gardens overlooking the Thames in Berkshire. The Astors entertained a diverse mix of people from Lloyd George and Winston Churchill to George Bernard Shaw, Ghandi and Henry Ford. Clivedon still hosts royalty to this day. It is a popular site set in 376 acres and just nine miles from Windsor Castle. With ever-growing visitor numbers and an all-time record in 2019, this particular attraction is certainly a national treasure.

Our Brief & Approach

- The National Trust at Clivedon required a communications system that covered the whole site both outdoors and indoor. The team needed secure, guaranteed communications that were legal and scalable as their visitor numbers grew and the site expanded. Any radio system had to blend in with the site – no modifications to the land or buildings would be accepted.
- Clivedon needed any equipment to be on a flexible contract and to sit within its yearly budget. The existing communication system was owned by the National Trust and there was still some life in the equipment. Foresolutions needed to consider the existing equipment and support National Trust in making good commercial decisions. The key objective was to enhance the space for customers and keep it running smoothly so the centre management could focus on their business and be confident it was being monitored effectively and adhering to Covid compliance.

Our Business Communications Solution for the National Trust Clivedon

Foresolutions and its partner Hytera, designed a multi-channel dual redundant system with an antenna infrastructure that hid inside the buildings but covered the whole 376 acres. The Hytera system with PD705 UHF radios has capability for emergency calls, lone working and multiple talk groups – giving the customer maximum flexibility in their day-to-day operations. Foresolutions also serviced and re-programmed all the trust's existing Motorola radios, enabling staff to use their old equipment. Clivedon needed full use of 70 radios over five channels – visitor numbers exceeded 27,000 in one month in 2019.