

Upgraded Thames Water emergency vehicle keeps customers connected via Eutelsat satellite communications

UK. 15th December 2014 – Thames Water’s Event Response Vehicle has been fitted with the latest satellite communications technology to boost customer service during emergencies.

Wireless Innovation has undertaken a major refit of the vehicle, which has been installed with Eutelsat satellite broadband communications and the full suite of technology required to set-up a mobile emergency response centre.

With 15 million customers across London and the Thames Valley, Thames Water staff are now better equipped to be co-ordinating activities through the vehicle within minutes of arriving at a destination. It greatly improves communications on the ground, and provides secure links back to the operation control centre in Reading and, when necessary, to the media.

Using a Dawson auto-acquire antenna, the vehicle connects at the push of a button to Eutelsat’s KA-SAT satellite over Europe for its high-speed broadband connection. This satellite connection turns the vehicle into a Wi-Fi enabled communications centre enabling email, internet and VoIP calls.

The vehicle is powered by its own generator and comes equipped with an electronic Variable Message Sign, so that information can be constantly relayed to customers.

“During emergencies, such as last winter’s flooding, this vehicle becomes the focal point and control centre for those on the ground,” said Clive Dickens MBE, the Senior Technical Engineer for Operational Control at Thames Water. “With this refit, we have the very latest technology at our fingertips to quickly assess and respond to any emergency, while ensuring that we maintain clear communications with the local community, operations control centre and media.”

Eutelsat partner Wireless Innovation, which specialises in providing satellite and GSM based SCADA/telemetry backhaul solutions to utilities, governments, renewable and oil and gas companies, was contracted by Thames Water to specify and carry out the upgrade. The 48-hour refit was supported by Dawson, one of Europe’s most innovative and successful suppliers of fixed and mobile data communications equipment.

Phil Rouse, Managing Director at Wireless Innovation, said: “We looked at a number of options for the satellite connection but quickly settled on Eutelsat’s KA-SAT satellite broadband solution

because of the price performance ratio it offered. In the event of an emergency, this mobile solution will be transferring large amounts of critical data and no other satellite provider was able to offer the quality and data bandwidth capabilities necessary, alongside the flexibility and competitive rates offered by Eutelsat.”

Jean-François Fenech, General Manager of Eutelsat Broadband, said: “Wireless Innovation’s choice of KA-SAT to help protect the UK’s water infrastructure is the strongest possible endorsement of the quality and capability of the satellite to meet the toughest communication challenges of industry across Europe.”

KA-SAT, the first High Throughput Satellite (HTS) in Europe, is a new generation of high capacity satellite optimised for broadband communications. With a total satellite throughput beyond 90 Gbps, KA-SAT is able to offer high-speed bandwidth and operate with small, competitively-priced end user terminals. It allows businesses in remote or low Internet connectivity areas to quickly and effectively establish data services and scale them to meet their needs.

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About Eutelsat Broadband

Eutelsat Broadband is the business unit of Eutelsat in charge of providing satellite broadband services to residential and professional markets, as well as to broadcasters, across the whole European continent and the southern rim of the Mediterranean Basin. Its residential product tooway™ is the best in class satellite broadband solution and a unique cost-effective alternative to terrestrial access technologies in unserved and underserved areas, with download speeds up to 22 Mbps and upload speeds up to 6 Mbps. The connectivity needs of corporate customers and telcos are also catered for through the KA-SAT Access product line and its VNO and VPN solutions. Eutelsat Broadband also provides the latest IP based satellite news gathering solutions, with its NewsSpotter service. For more information, visit: www.eutelsat.com/en/services/data/eutelsat-broadband.html

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About Wireless Innovation Ltd (www.wireless-innovation.co.uk)

Wireless Innovation Ltd was formed from a management buyout in 2004 and is a leading supplier of global satellite and cellular communication solutions. It has been providing SCADA and Telemetry backhaul systems to UK, Europe and Global customers for over 15 years. During this time, Wireless Innovation Ltd has built on over 100 years experience of the integration of a range of wireless solutions with a number of different SCADA & Telemetry systems. This knowledge forms the basis of the company’s unique approach to project implementation. Specifically, Wireless Innovation Ltd specialises in delivering a complete, turnkey solution for all satellite communications. Wireless Innovation are pioneers in wireless data communications, with customers in over 80 countries, and hold the Queen’s Award for Enterprise (International Trade.)

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About Dawson

Dawson is one of the largest manufacturers of KA band mobile satellite antennas in Europe and provides a range of innovative vehicle based transmission solutions for broadcast, emergency services, military, broadband and IP usage. With headquarters in the West of England, Dawson has been at the forefront of antenna design for over 18 years. Approved for use by Eutelsat and other satellite owners, Dawson's auto acquire antenna is one of the fastest deploying in the marketplace and does not require a satellite engineer. Dawson also provides clients and channel partners in the U.K., Europe and the U.S.A. with a full range of mobile transmission equipment and end to end broadcast and communication solutions through it's KASE and FPK product range.

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