

CASE STUDY



Radio Service & Maintenance

In 1997 First Manchester, part of the First Group, selected TES as their sole supplier of radio communication service and supply solutions. Many years on and despite a tough working environment, the system is still providing an essential and efficient operational tool.

TES were awarded the contract to provide a fully managed radio communications solution covering the Greater Manchester area, whilst allowing for significant cost savings and improved efficiencies for First Bus.

TES provides service repairs on 1000 vehicle and Inspector radios, 24/7 maintenance on five site trunked radio network, and bus radio installations every day of the year including Christmas and Bank Holidays. Operating a permanent night shift, our engineers maintain the radio fleet at five Depots, and also provide 24 hour call-out cover in the event of a system failure.

The radio network handles over 1.25 million radio calls a year, which is about 600 calls per hour at busy times, and nearly 5000 EMERGENCY calls from drivers each year. All supported by TES's unique service delivery.

The Service & Maintenance solution provided by TES includes full Service Level Agreement performance statistics, with history reports every month to ensure that key First Group representatives are aware of how well TES performs on their behalf.

Benefits of the system:

- Significant improvement in fault repair times
- Massively reduced annual service costs
- Focus on Core business Activity
- Improved service Quality
- Increased vehicle availability

TES provide a consultancy service and radio equipment audit to First Bus companies, thus helping them to address any issues that become apparent.