

WELSH AMBULANCE SERVICES NHS TRUST

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Case Study

The Welsh Ambulance Service NHS Trust, provide a vital role to the emergency services in England and Wales. The team respond to emergency calls from the general public. They decided to move their head office to St Asaph Business Park in Ty Elwy. The new head office was recently refurbished and consisted of modern and contemporary facilities. However, the call centre team realised they couldn't perform their job as effectively as they previously could due to the poor mobile signal. Like many other modern buildings, it was having an impact on the employees' capabilities to undertake their job. The call centre team complained to the IT department who looked for a solution and contacted Frequency Telecom.

Business Needs

The Welsh Ambulance Services NHS Trust moved to a new headquarters building in St Asaph in May 2019 after their old building was decommissioned and sold. However, the new contemporary space was refurbished with building materials which prevented mobile signal from penetrating the building.

Staff rely heavily on their mobile phones to perform their business. The IT department was inundated with Vodafone and EE users complaining about the poor reception and the detrimental effect it was having on their job performance.

WiFi calling was not found to be reliable and robust enough for the critical service they provided.



Full Coverage

The building materials is preventing the building to have full cellular coverage



Multi-Network

The mobile coverage needs to give their staff multi-network coverage



The Solution

Frequency Telecom commissioned and installed the Cel-Fi QUATRA mobile signal booster within days. The Cel-Fi QUATRA is an Active DAS Hybrid provides uniform, high-quality mobile signal throughout a building, and is scalable to the size needed. It is a cost-effective, easy-to-deploy all-digital solution.

Unlike older analogue boosters and passive DAS technology, the Cel-Fi QUATRA delivers a mobile signal that is up to 1000x stronger, utilizing CAT 5e/6 cabling for RF and Power over Ethernet, with no signal attenuation, right to the perimeter of the building.

The Results

Cel-Fi QUATRA solution was deployed within days. There was no need for any operator licence. Vodafone and EE users reported a steady four to five bars of mobile signal. Productivity soared as staff were able to perform their duties optimally.

The Products

CEL-FI
QUATRA



Business Benefits



Improved Signal



Multiple Network Coverage



Full Mobile Coverage



Productivity improved