

Case Study: Investing in Paging

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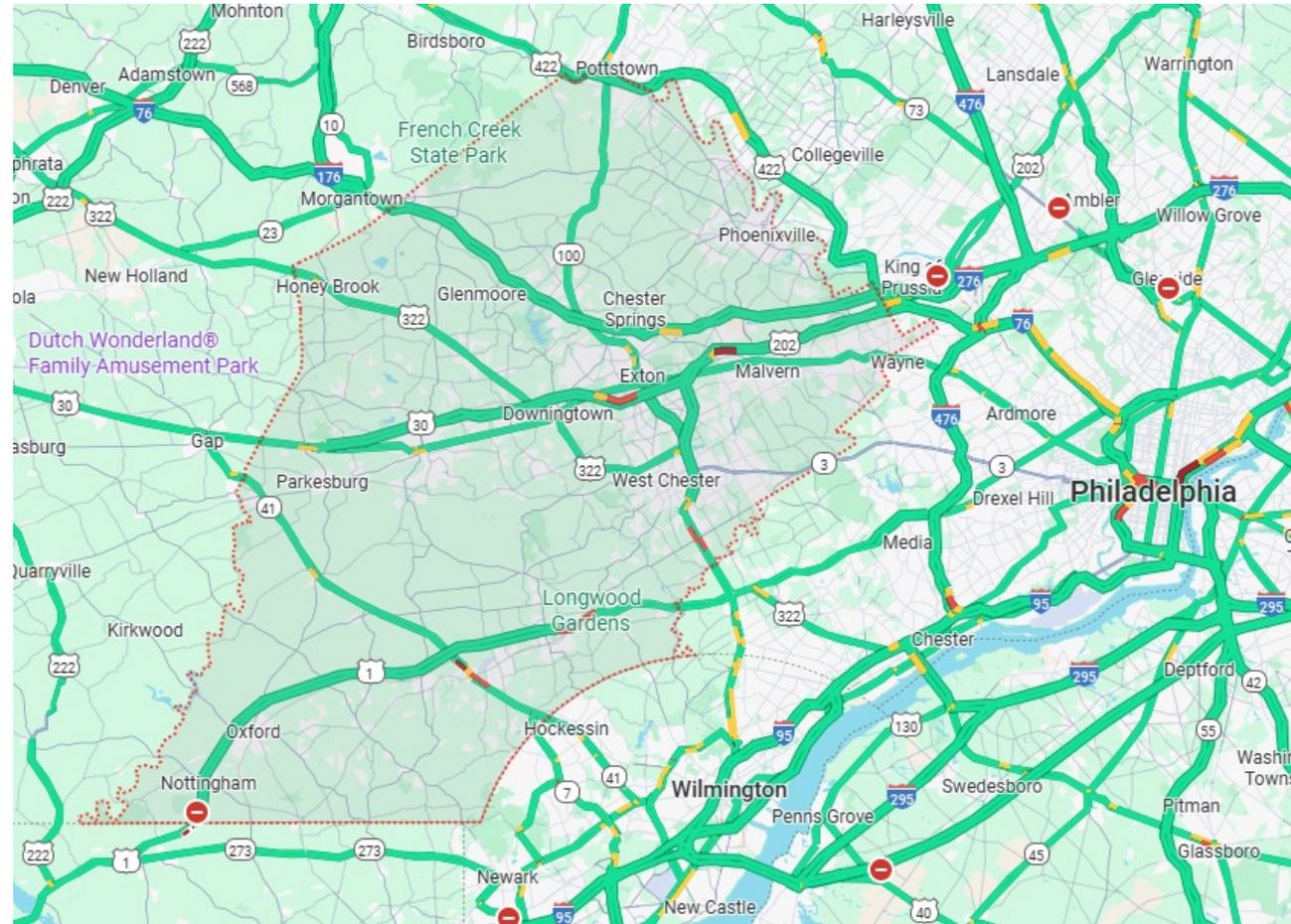
Managing Director – Swissphone LLC

Agenda

- **Background/ Customer Need**
- **Solution**
- **Partners/ Players**
- **Timeline**
- **Coverage Testing**
- **Why Paging?**

Background/ Customer Need

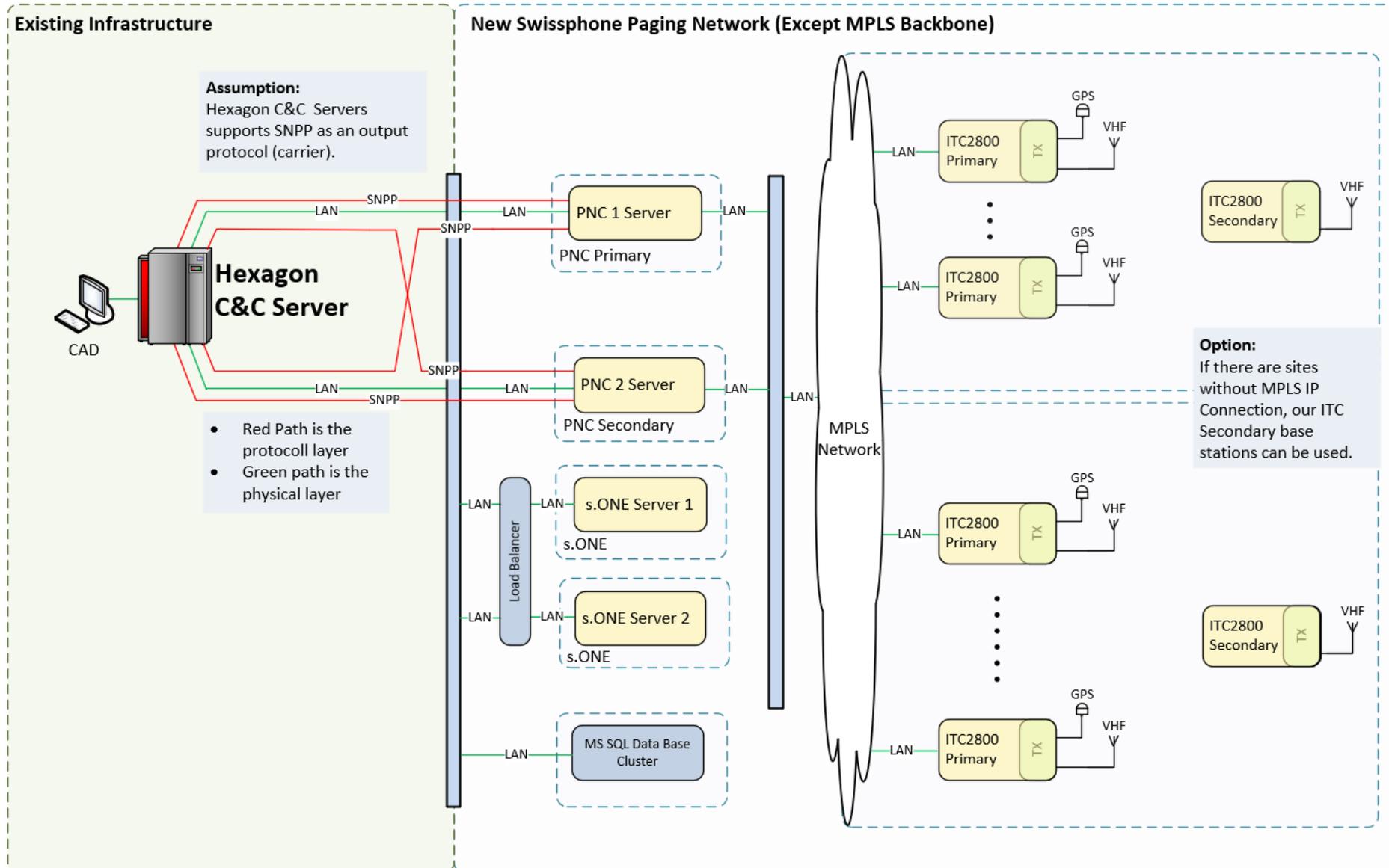
- **Chester County, PA**
 - **Established 1682**
 - **7th largest county in Pennsylvania**
 - **Population of 561,000**
 - **1900 Sq. km**
- **Department of Emergency Services**
 - **Centralized Dispatch**
 - **66 Fire Departments/ Agencies**
 - **2179 First Responders**



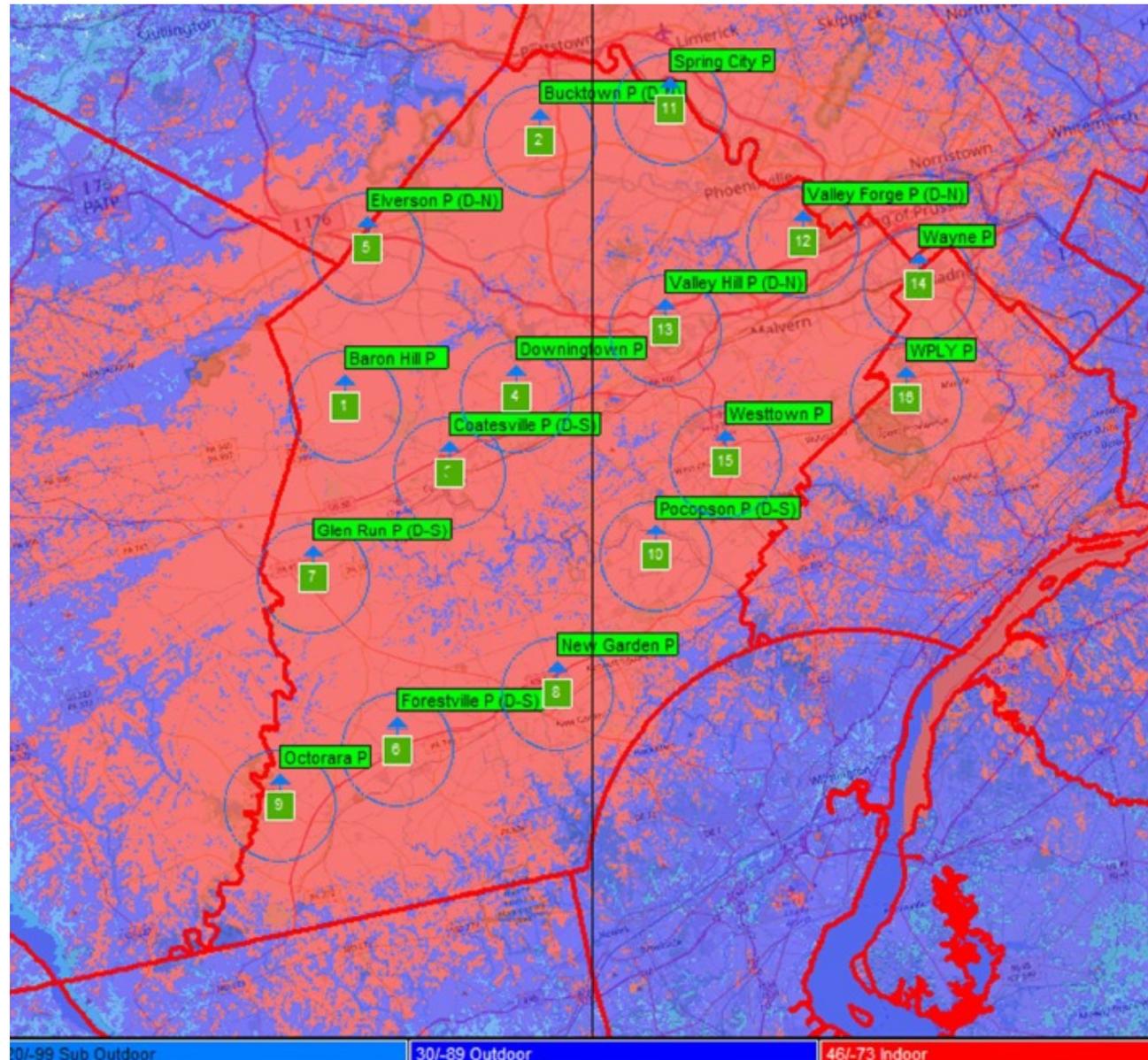
Background/ Customer Need

- **15 Year+ analog Voice Paging Network**
 - **2100 Users**
 - **App Alerting (not integrated)**
 - **16 Base Station Sites**
- **Migration from Tone/ Voice to Digital**
- **Integration to Hexagon/ Intergraph CAD**
- **One Supplier for all elements, plus 6 years integrated support**
- **Re-Use of existing frequency mandatory**
- **Very extensive coverage testing**
- **Later Requirements**
 - **Encryption**
 - **Pagers**
 - **Hybrid Alerting**

Solution



Solution - Coverage



Partners/ Key Players



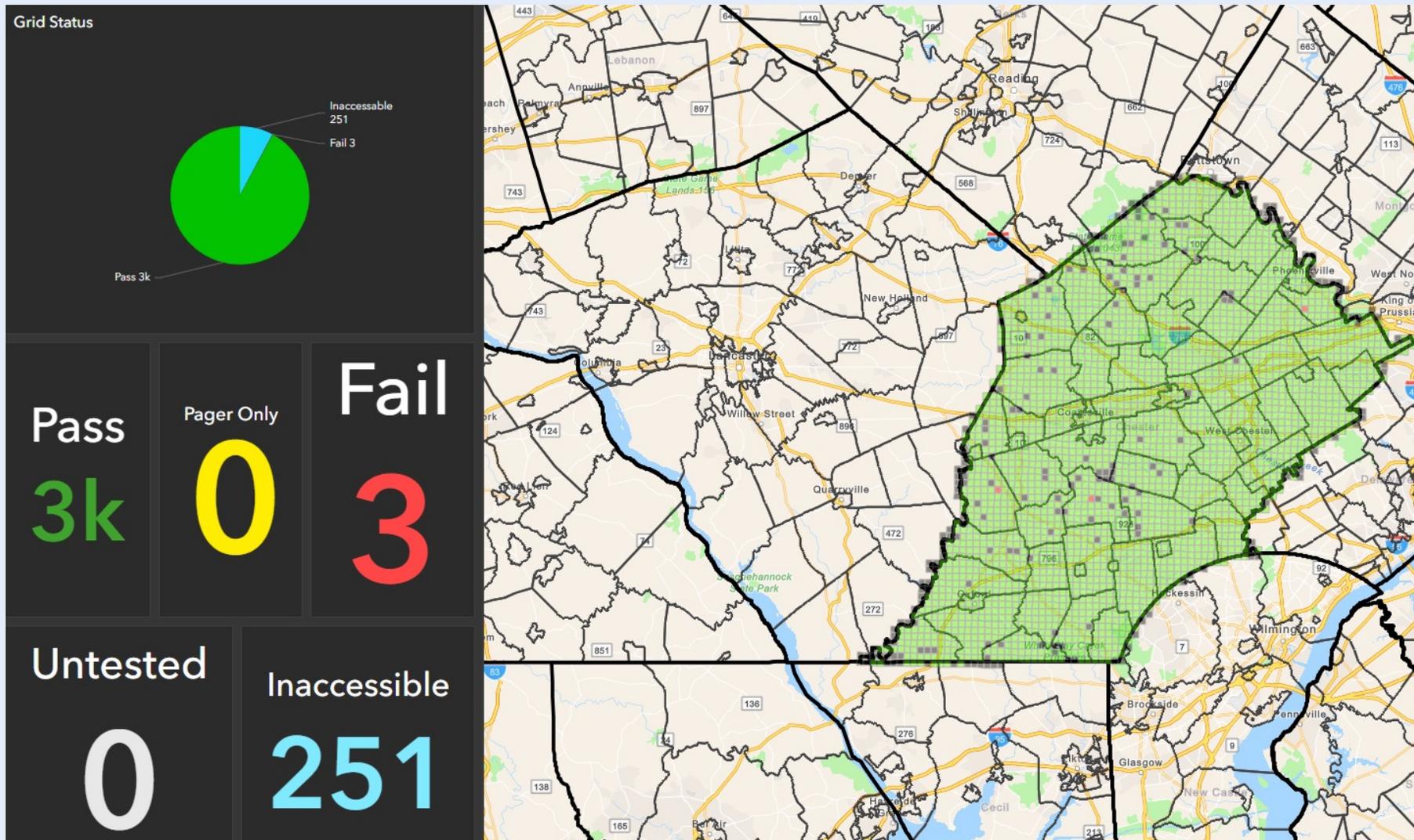
A complex customer/ partner model...

- End Customer/ Consultant/ Solution Partner/ Implementation Partner
- Technically skilled End User
- Consultant is very influential and has a very deep relationship with the end customer
- Bidding with our Primary Partner – Eastern Communications
 - Implementation Partner B. Moyer
- Eastern withdrew 5 days before the RFP due date
 - Pressure from their main vendor – L3/Harris
 - Also Forced Implementation Partner to Withdraw
- Secured extension to due date
- Found new implementation partners at very short notice
- Submitted 2 bids
- Won RFP with RMI, Beating L3/Harris

Timeline – Key Points

Item	Date
March 2022	First Contact with Consultant – IWCE 2022
Feb 2023	Initial customer contact and site meetings
March 2023	Budgetary Proposal
May 2024	RFP issued
June 2024	Eastern withdraws from the project
June 2024	2 new partners – recruited to respond to RFP
July 2024	RFP Responses Submitted
August 2024	Notification that our bid with RMI is shortlisted
September 2024	Vendor meetings/ presentations
December 2024	Award of Contract for Infrastructure
May 2025	Deliveries to RMI
September 2025	Coverage Testing
September 2025	Pager/ Encryption Contract Extension

Chester County - Testing



Value – End User Investment

Item	Value
DiCAL/ PNC - Dual Redundant Servers	
ITC Base Stations – 16 Sites plus Emergency Spares	
s.ONE – Dual Redundant Servers	
Encryption – Servers and Pagers	
2,250 - s.QUAD X15 Pagers	
Services – Project Management, Site Surveys, RF Surveys, Installation, Commissioning, Coverage Testing	
Total	\$6.8m +

Why Paging?

- **For every reason that we discuss each year!**
 - **Reliability**
 - **Independence**
 - **Flexibility**
 - **A future path to Hybrid Alerting**
 - **Cost**