

## Premier Exhibition Site Selects Zetron for Operations Centre

Advanced touch-screen communications consoles from Zetron are helping staff at the UK's National Exhibition Centre (NEC) to safely and efficiently stage some of the largest exhibitions, sports events and concerts in Europe.

Four Zetron DCS-5020 Digital Consoles consolidate eight UHF radio channels and 10 phone lines onto each operator screen, enabling NEC venue operations to orchestrate an army of support staff, external agencies and contracted services. As well as standing by to coordinate responses to security and fire alerts, operators also use the consoles to ensure that traffic flows smoothly from the motorway network into the site's 17,000 car parking spaces, that visitors find their way around the 600 acre site to any one of 20 event halls, and that supporting services from cleaners to caterers are ready to swing into action at a moment's notice.

Installed by Zetron partner Servicom, the consoles have brought greater calm and efficiency to the NEC's newly commissioned 24/7 operations hub, says security manager Gary Masters - and readied it to take on a wider role. "With eight different radio channels and 10 phone lines, at busy times we'd have staff with a radio in one hand and a phone handset in the other. People were reaching over each other to make and take calls - it was far from ideal.

"Following our installation of DCS-5020, operations staff wear headsets and can access and transfer any phone line or radio channel just by touching an on-screen icon. It is so simple and so intuitive to use. Now our people just get on with managing multiple teams to give visitors a safe and happy experience without thinking about the technology. The deployment of the Zetron consoles has given us the ability to be more informed, more proactive and even more than previously the logical place in which to make real-time operational decisions. I can foresee us taking on a wider role as the NEC continues to develop."

The DCS-5020 Digital Console combines a small footprint with substantial capacity, putting up to 30 telephony and digital and analogue radio channels under finger-tip control. Around the world it is increasingly the system of choice for small to medium sized static control rooms in public safety, transportation and utilities, as well as for emergency response vehicles. A single system supports up to 16 customisable screen-based operator consoles. Distributed processing gives the DCS-5020 flexibility, scalability and robustness, delivering the high degree of resilience required for mission-critical 24/7 applications.

Located just eight miles from the centre of Birmingham, the UK's second largest city, and co-located with major air and rail links, the NEC boasts more than 186,000 square metres of covered space across 20 halls. It welcomes some 2.1 million visitors a year to more than 140 trade and consumer events, providing for their every need with on-site facilities including hotels, bars and restaurants.

### **About Zetron**

For over 30 years, Zetron has provided mission-critical communications solutions for customers in public safety, transportation, utilities, manufacturing, healthcare and business. With offices in the U.S.A., UK, Australia and numerous field locations, Zetron supports a worldwide network of resellers, system integrators and distributors. This gives Zetron a global reach as well as a local presence in the regions it serves. Zetron is a wholly owned subsidiary of JVC Kenwood Corporation. For more information, visit [www.zetron.com](http://www.zetron.com)

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