



## Pivotel's EXTend Service: Providing vital maintenance ensuring connectivity in the face of an emergency.

### The Challenge

With more than 11,550 firefighters and volunteers operating across metropolitan, regional and rural areas, Fire and Rescue New South Wales (FRNSW) needed to ensure their fleet's satellite communication devices were fully operational, with staff fully trained on how to correctly use the technology during an emergency, telecommunication outage or while operating outside of cellular coverage.

### The Solution

Pivotel's team of experienced professionals visited 45 fire stations located in remote areas of NSW. The EXTend warranty service has provided FRNSW with complete peace of mind that all devices have been tested, are fully operational and staff have been trained on how to correctly use the technology.

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Pivotel's EXTend program provides FRNSW with confidence knowing their team has been trained to the highest standards by an experienced Pivotel professional and can operate satellite communications equipment should the technology be required during an emergency or disaster.

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### The Logistical Challenge

Fire and Rescue New South Wales (FRNSW) is one of the world's largest urban fire and rescue services and the busiest in Australia.

FRNSW currently has more than 6,750 firefighters and approximately 4,800 community fire unit members working together to help anyone, anywhere, anytime.

In the face of an emergency or disaster, that's more than 11,550 people on the frontline across the state to keep safe and connected.

Pivotel has worked with FRNSW for a number of years and currently connects XXX satellite phones for FRNSW, providing daily communication devices for rural stations located outside of cellular coverage and communications for metropolitan stations in the event of an emergency.

With some devices not being used on a daily basis, it was vital for FRNSW staff to know how to use the technology and that the satellite devices are fully operational when they are needed.

### The Logistical Solution

Pivotel's extended warranty, maintenance and training service, EXTend, provided FRNSW with complete peace of mind by ensuring the organisation's satellite devices were fully operational and staff knew how to use the devices correctly in the event of emergency.

During an in-person visit to more than 45 fire stations across NSW, Pivotel audited all satellite devices to ensure they were operating correctly and in accordance with product specifications, provided a report which outlined the testing completed and, if any faults were found, what action would be taken to replace or repair faulty equipment, and provided hands-on training to FRNSW members.

### The Outcome

EXTend provides FRNSW with confidence to know their team has been trained to the highest standards by an experienced Pivotel professional and can operate an emergency device should satellite technology be required during an emergency or disaster.

The service ensures that FRNSW's emergency devices work during an emergency, which could be lifesaving during a crisis.

EXTend offers FRNSW end-user customer support and peace of mind, allowing the organisation to maximise the productivity and full life-cycle value derived from Pivotel's satellite solutions.

### What's included with the EXTend program:

**Extended Warranty:** All satellite hardware receives an extended warranty up to 4 years, in addition to the standard 12 month manufacturer's warranty.\*

**Faulty Hardware Repaired/Replaced:** All faulty hardware is repaired or replaced by Pivotel and loan handsets are available while your devices are in for repair.\*\*

**Annual On-site Inspections and Testing:** Annual on-site inspections and testing of all Pivotel supplied satellite hardware, including battery load testing and test calls.^\

**Inspection Reports:** A detailed report is provided upon completion of inspection and testing.

**Comprehensive On-site Staff Training:** Hands-on training ensures your staff are familiar with all Pivotel devices and services in your fleet.

\*On the basis that the satellite hardware was purchased within the past 5 years and that the fault is not a result of physical damage, including water ingress, caused by the owner/user.

\*\*Replacement handsets are provided at Pivotel's discretion, and on the basis that the fault is not a result of physical damage, including water ingress, caused by the owner/user. Pivotel will provide a detailed hardware repair quote for handsets that have been physically damaged or misused.

^Batteries are a consumable item and the cost of replacement is borne by the customer.

## During the road trip to FRNSW's regional and rural fire stations we used our own technology...

During the road trip to FRNSW's regional and rural fire stations, Pivotel used its Tracertrak technology which provided the team with a means of communication to signal for help in an emergency and offered a simple way to check-in from the field. Tracertrak by Pivotel ensures the safety of workers while visiting rural customers outside of cellular coverage.

"With check-ins scheduled for each station visit, I had full confidence my team were being kept safe throughout the road trip across rural NSW. If anything happened or if a team member missed a check-in, I would be alerted, could track where they were and immediately communicate with them even if located outside of cellular coverage."

- Samantha Kennedy  
Pivotel Head of Australia, NZ & APAC