

England Hockey deploys Vertex Standard digital DMR radios for improved communication at events

Vertex Standard

CASE STUDY

England Hockey



England Hockey is the National Governing Body for field hockey, headquartered at Bisham Abbey National Sports Centre in Buckinghamshire. England Hockey was officially founded at the beginning of 2003 and now employs over 70 people; however, this group is supported by an incalculable number of dedicated volunteers at club, county, regional and national level.

England Hockey had previously used analogue Two-Way Portable Radios, supplied by its long-term partner DCRS Ltd, to manage operations at its events. However, as the analogue radios became outdated, England Hockey decided to purchase a fleet of Vertex Standard EVX-531 Digital Radios from DCRS. Users find the EVX-531 radio to be lightweight and very easy to use. With its large speaker, the radio offers excellent audio quality, which means staff can communicate more clearly, despite high levels of background noise at the events.

Challenge

England Hockey wanted to update its analogue fleet of Two-Way Portable Radios. It needed reliable, easy-to-operate radios with a long battery life and excellent audio, as well as a long-term, sustainable solution. With digital radio offering added functionality and features such as time division multiple access (TDMA), it made sense for England Hockey to move to digital. Reviewing requirements in close collaboration with long-term partner DCRS, England Hockey decided to equip its event teams with Vertex Standard EVX-531 Digital Radios. Ash Robinson, Account Manager at DCRS explains: "With a relationship spanning 13 years DCRS was delighted to support England Hockey when it decided to upgrade to a digital radio solution. Vertex Standard was a natural choice due to the specifications England Hockey stated, giving its users' a reliable form of communication for its events."

Solution

England Hockey has been working with DCRS for 13 years. Established in 1987 and a Vertex Standard partner since that time, DCRS has become one of the UK's market leaders in the hire, sales and service of two-way radio communication products and applications to clients throughout the UK and Europe. DCRS offers exceptional customer service by combining technical and operational expertise with accreditations for quality assurance, health and safety, and ongoing product and systems support. In recognition of this commitment, it has been awarded the Queen's Royal Warrant.

DCRS recommended the Vertex Standard EVX-531 Digital Two-Way Radio for its ease of operation, cost-effectiveness, audio quality and features available. Indeed, although England Hockey currently only uses the radios to broadcast messages to all, it knows it now has the technology to use call privacy and management features, such as one-to-one, one-to-group and one-to-all calling, in the future. Moreover, utilising the highly productive TDMA digital mobile radio protocol to achieve spectrum and power efficiency, the EVX-531 delivers everything that England Hockey need at a low total equipment cost.

During an event, various user groups are created – such as event management, hospitality, front of house, ticketing and media on one channel, the competition manager, broadcasters, team leaders, tournament director, medical staff and pitch managers on another channel, and sports presentations and announcers on a third channel. The EVX-531 enables these groups to talk amongst themselves or between different groups when necessary. To address the needs of each particular job role, England Hockey also purchased a variety of audio accessories, such as overhead headsets and small earpieces with microphones and PTT to enable fast, easy communications and messages to be

DCRS

Customer Profile

Customer
England Hockey

Industry
Sports & Leisure

Location
UK

Partner
DCRS Ltd

Vertex Standard Products

- ▶ 30 x EVX-531 Radios
- ▶ 5 x EVX-531 Multi-Unit Chargers
- ▶ 12 x EVX-531 I-Wire Earpieces with Acoustic Tube and PTT
- ▶ 2 x EVX-531 Over the Head Headsets
- ▶ Vertex Belt Clips

“We have an excellent relationship with DCRS and they fully understand our requirements for a simple-to-use, reliable, cost-efficient radio. I operate a radio at events, so can speak from both a management and end-user perspective when I say that the Vertex Standard radios quite simply tick all the boxes.”

Stephen Barlow, Competitions Manager, England Hockey



heard even by those working in noisy environments, such as pitch side during games. Some users also wear belt clips, so they can quickly and easily access their radios.

Benefit

England Hockey enjoys using the lightweight, easy-to-use EVX-531s, relying on their excellent audio quality and good battery life to ensure the smooth running of events it organises. The radios are robust, reliable and charge quickly, which is important in view of the tight timeframes England Hockey is often working to as it moves between venues. And even though England Hockey uses little of the radio's possible functionality at present, it knows that it could, in the future; this ensures that the radios are a sensible, cost-efficient and future-proof investment.

England Hockey has an excellent, long-term relationship with both DCRS and Vertex Standard. DCRS manages the radio fleet servicing and repairs and also has the flexibility to hire out an event-specific radio system for very large scale events organised by England Hockey.

Usage

- ▶ England Hockey uses the Vertex Standard digital radios and accessories for communications during events – from small scale events, such as the national schools hockey finals, to large events such as the recent event at the SSE Arena, Wembley (Pictured)
- ▶ User groups include event management, pitch managers, hospitality, ticketing, media, medical staff and announcers

Benefits

- ▶ The digital radios are exceptionally reliable, rugged and durable, with an IP57 rating that makes them dust and waterproof, which is important for outside events
- ▶ The radios are very easy to use – essential in view of the number of volunteers and contractors who help out at events organised by England Hockey
- ▶ The radios charge quickly and are lightweight, which is appreciated by users during long events
- ▶ The audio quality is excellent, as digital technology provides better noise rejection and preserves voice quality over a greater range as signal strength decreases, and the EVX-531 model has a large speaker
- ▶ Using the radio's TDMA mode helps England Hockey to achieve double the calling capacity