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Posted by - [TelephonyWorld](#) @ 9:18 pm PST**TRANSCOMM RAISES THE STANDARD WITH MAJOR NETWORK UPGRADE**

9th December 2003, London, UK - Transcomm plc, the provider of business critical, wireless data services to organisations across the UK, today announced the successful completion of a major upgrade to its wireless network. This upgrade further enhances Transcomm's network resilience, network transit times and network recovery time to maintain its high levels of customer satisfaction and further differentiates Transcomm's service from mobile data services provided by consumer-focused mobile network operators. The £1.1 million investment in Transcomm's network technology also expands network capacity and provides more effective tools for managing data traffic over the network for cost effective capacity utilisation and optimal overall network performance.

Data delivery times have now improved by up to 25%, whilst network recovery time in the event of equipment or telecom line faults has also been enhanced by around 25%. With in excess of 1.2bn data packets carried successfully over the Transcomm Network so far this year, more effective network capacity management will provide additional scope to accommodate the increasing growth of mobile data traffic. This will allow up to 50% more network subscribers to receive services over the current network and still enjoy some of the best service levels in the industry.

Transcomm provides service level agreements (SLAs) to all users as standard, unlike GPRS or GSM data networks built on the back of consumer, voice-centric networks where users are competing for network capacity together with millions of mobile phone users. Mobile phone operators are unable to offer meaningful SLAs as their networks are subject to widely varying levels of mobile phone calls that take priority over data traffic on the same networks. And in the event of a major incident or even sporting event, data services over the mobile phone networks in the local area will be further disadvantaged as voice calls take the major share of any available bandwidth. Transcomm's 'data-only' network meanwhile is there when its customers need communication the most whether for the emergency services, breakdown and recovery, delivery services or financial transactions providing reliable, secure and consistent performance all of the time.

Andrew Carver, chief executive officer of Transcomm plc, commented, "We were already offering exceptional levels of resilience and availability with our Network and we are the only wireless network operator to offer SLAs to all our customers as standard. Many people have experienced delays or the non-arrival of SMS data messages over mobile phone networks. That simply is not good enough for organisations who rely on real-time communication to serve their customers or to respond to critical events. Transcomm provides the security and peace of mind for those organisations that are not prepared to risk their business or customer satisfaction on a low cost, 'best efforts' service.

Service enhancements included as part of this latest network investment by Transcomm also include a 'back in coverage' feature which lets the customer host server know automatically when a user is available and in coverage so that information can be "pushed" to the remote user without them having to dial in to see if messages are waiting.

Improved reporting of network traffic also enables customers to identify the base station of origin of messages to help locate users and devices and offers customers 'per-second' network utilisation reports and statistics for improved management information. Transcomm already covers over 95% of the UK population, however further network enhancements, undertaken in parallel with the network upgrade, have reinforced coverage to meet increasing demand in the south of England and Northern Ireland.

"Our customers include the emergency services, financial transaction companies and some of the largest transport, delivery and breakdown organisations in the country. They rely upon real-time wireless communication for competitive advantage and enhanced profits from increased productivity, reduced

operating costs and improved customer service," continues Carver. "Transcomm recognises these needs and this recent investment in further strengthening our wireless data services reaffirms our commitment to provide our customers and the users of our network with service levels not realisable today with GSM and GPRS data offerings over the mass market, mobile phone networks. It is for these reasons that the Transcomm Network continues to be the network of choice for organisations requiring consistent, dependable and real-time wireless data services."

For more information about Transcomm and its services, please visit [www.transcomm.uk.com](http://www.transcomm.uk.com).

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