

Full Site Communication Across the Channel

Hytera Supplies DMR Communication Solution to Eurotunnel

User
Eurotunnel, UK

Market segment
Tunnel

Project time
2014

Products
RD98X Repeater
PD78X Portable Radio
PD70X Portable Radio



Background >>

Eurotunnel Group, a new dimension in European transport, is the most environmentally friendly cross channel operator in Europe. It manages and operates the Channel Tunnel between Britain and France including the vehicle shuttle services. By the end of 2013, more than 320 million passages have already travelled through the channel tunnel.

In 2014, Eurotunnel decided to change their outdated communication system. Hytera's UK distributor ANT Telecom, a bespoke communication provider, won this tender to provide Hytera solution to Eurotunnel. The solution customized for site-wide & emergency channel communication was scheduled to go live 5th April 2014.

Customer Demands >>

Analog communication system used by Eurotunnel brought many limitations to their daily operation. To provide better service, Eurotunnel is looking forwarding an effective way to deliver an on-site communications solution that will meet its unique business requirements and deliver on-going benefits into the future.

Hytera Full Site Communication Solution >>

Hytera replaces the existing analog system with a Hytera digital radio solution that provides full site communication, including RD98 repeaters and PD70X/78X portable radios.

The solution is utilized at the Folkestone site (Britain) by traffic marshals within four different divisions; tourist, HGV1, HGV2 and motorway, allowing communication between the teams and the control centre. Eurotunnel also required a new emergency channel functionality that would provide priority emergency communication spanning all four divisions.





Effective, future-proof solution >>

Hytera's flexible and bespoke solution meets some of the more technically challenging aspects of Eurotunnel's requirements. It also offers additional functionality including dispatching, lone worker with location detection, messaging and automatic alarm messaging in order to provide a robust and future-proof communication solution.

John Keefe, Eurotunnel, said: "We selected Hytera products because of the specification of the devices provided, specifically the high IP level, IP67 and multi lines display. Furthermore, the solution appealed to us because of the emergency call functionality and the possibility to upgrade the system if needed in future, particularly the GPS localization, trunk mode and man-down alarm functionality."

Voice from Customer >>

"Digital radio has, in recent years, reenergized the radio market and has given users the chance to replace traditional analog radio systems with a more effective multi-purpose digital offering."

— Klaus Allion, managing director, ANT Telecom



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