

Capability Statement



Who we are

RCS Telecommunications was created in 2013 through the merger of Queensland Communications and Networking (QCN) and Radio Communications Solutions (RCS). The merged entity brings together communications networking, managed services, and support skills, with radio design, implementation, and support capabilities. The organisation has a significant regional presence in Queensland and is also the largest provider of private two-way systems in Australia.



RCS Telecommunications is a
Premium Motorola Dealer and
Cisco Select Partner



What we do

RCS Telecommunications is a leading Queensland based company providing fixed and wireless voice and data services.

The company provides a complete end to end service that covers design, implementation, sales, and support. A key offering is the provision of managed services that includes 24x7 support and all service management components as defined within the ITIL framework.

Remote and geographically difficult locations are a specialty of the company through our radio expertise and localised presence in regional Queensland. RCS Telecommunications has recently been granted a telecommunications carrier licence which assists us in providing services to areas which have little or no communications infrastructure.



Our Vision

RCS Telecommunications' aim is to be a strategic partner with our customers. We recognise that communication services are a strategic tool used by innovative companies to achieve business objectives such as productivity improvements and cost reductions.

The culture of RCS Telecommunications' people is centered on the delivery of required business outcomes for our clients. This culture is fostered and encouraged through all aspects of our business, especially that of service delivery and support activities.

“To be recognised as a superior service delivery and support organisation that delivers exceptional business outcomes for our clients in both simple and complex environments.”



Our Capability

RCS Telecommunications has 35 years of radio and wireless equipment sales, service, and support experience. The movement from two-way radio technology to digital based platforms has allowed RCS Telecommunications' expertise in IP networking to provide fully integrated solutions for their customer's communication needs. RCS Telecommunications maintains a multi-disciplined team of IT and communications architects and engineers, project managers, and support personnel focused on the delivery of business outcomes for our customers.

We have a solid methodology for service provisions:


- Network design based on the best practice processes
- Lab testing of solutions prior to implementation
- Detailed and rigorous project management
- Quality controlled installation, commissioning and documentation
- Service management support based on the ITIL framework


Our Values

- **Safety** – RCS Telecommunications is committed to the safety of our staff and others and all our actions have this as a key commitment.
- **Partnership** – RCS Telecommunications values our customer as a partner and recognises that the way to create value is to assist our customers in delivering their business objectives.
- **Integrity** – Say what we will do and do what we say we will do.
- **Respect** – Treat all people with respect and dignity.
- **Innovation** – RCS Telecommunications encourages innovation and the courage to lead change in our people. We recognise that this will deliver benefits to our customers and us.


Our People


RCS Telecommunications has over 90 employees located throughout Queensland and we maintain fully staffed offices in:

 **Brisbane**
Level 1, 133 Mary Street, Brisbane
QLD 4000

 **Dalby**
142 Drayton Street, Dalby
QLD 4405

 **Mackay**
11 Transport Avenue, Paget
QLD 4740

 **Moranbah**
Unit 7, 30 Thorpe Street, Moranbah
QLD 4744

 **Mount Isa**
39 Barkly Highway, Miles End, Mount Isa
QLD 4825



Our Markets



Mining



Oil & Gas



Utilities



Agriculture



Government

Our Record

The following provides a short summary of comparable projects currently undertaken by RCS Telecommunications. Greater detail on these projects can be provided upon request.

LTE project for Fleet Management System

RCS Telecommunications was selected to provide design, implementation, FAT, optimisation, and commissioning of an eLTE wireless system.

The eLTE system includes a fully redundant virtualised EPC, 3 x eNodeB locations, Gigabit PTP and PTMP backhaul, small cell trailers, UEs and NMS. The system will be constructed in a standalone manner to preserve existing operations. Designs and configuration will allow existing applications to be migrated from legacy systems prior to handover.

RCS Telecommunications is responsible for:

- Project management
- Installation of new towers and communication huts, remediation and reuse of existing towers and infrastructure where possible
- Power designs based on dual generator, ATS, and fuel cells
- Hut layouts including new 48vDC systems etc.
- FAT including low and high precision Modular FMS
- System design and integration with production environment
- Installation, optimisation, and commissioning of eLTE hardware and software
- NMS installation and implementation
- UE installation designs for heavy/light machinery install
- Basic training
- All documentation and diagrams
- Hand over to support

Remote Operations Centre Project

RCS Telecommunications was selected to provide design, implementation, installation, and commissioning of three technical streams necessary for the development of the remote operations centre. These streams cover the radio, network, and site services components of the project.

Radio Stream:

- Project management and delivery
- Detailed design solutions for each site including network integration
- Installation designs for each mine site
- Installation and configuration of analog and digital P25, Tetra and Omnitronix radio equipment
- Radio system core configuration
- Delivery of site radio and alarm functionality over multiple consoles
- Soft console implementation and customisation
- Digital and analog I/O point integration with radio core and console functions
- Remediation of existing site radio issues including user radio reprogramming
- Management and remediation of existing underpinning Windows server infrastructure
- DC power systems, supplies and distribution
- Antennas, RF cabling and combiner/distribution systems

Network Stream:

- WAN design and execution of:
 - VRF segregation of ICN and enterprise systems
 - Quality of service design
 - Dynamic IP routing – BGP and OSPF
 - IP address allocations
 - Routable and site local IP multicast design
 - Routing and switching hardware supply and configuration
 - Fibre optic and UTP cabling and patch plans
 - Rack audits, designs including “As Built” drawings
- Hardware refresh of all PCN firewalls:
 - Migration planning
 - Rule creation
 - Cutover coordination and planning

- Carrier service management:
 - Capacity audit and recommendations
 - Technical specification of carrier service types
 - Coordination of carrier service installations
 - Coordination of carrier service upgrades
- Management of change:
 - Lodgement of MoC and support changes
 - Stakeholder engagement
 - Outage planning and communications
- Contractor & service provider management
 - Coordination and management of existing service providers

Site Services Stream:

- General:
 - Design, installation, and commissioning of fibre and copper network infrastructure
 - High risk works – installation of equipment at height involving EWP’s
 - RF cabling and antenna installations
 - Video conferencing system installation and commissioning
 - Rack and associated equipment installation
 - Management of site electrical works
- CCTV:
 - Layer two and three multicast network design and network remediation
 - Remediation of existing digital and analog camera devices
 - Installation of outdoor PTZ cameras
 - Design and implementation of a centralised camera database across all sites
 - NVR implementation including capacity scaling

Greenfield Mine Site Development

RCS Telecommunications was contracted to transition a mine between owners and operators. As such, RCS Telecommunications viewed the project as a pure greenfield site development.

RCS Telecommunications provided:

- Complete project management and delivery
- Design and installation of WAN interface
- RF surveys and RF site location recommendations
- Third party Geotech works
- Tower and communication hut designs, procurement, third party civil requirements, installation and documentation
- Wireless backhaul recommendation, procurement, installation, testing, and site integration
- Wireless mesh design to cater for FMS, installation, testing, and site integration
- P25 digital radio and associated communications infrastructure design, installation, testing, and site integration
- Server room design and construction management
- Hand over to site



Digital Radio System

RCS Telecommunications was contracted to design, install, test, and commission a Motorola digital P25 two-way radio system.


RCS Telecommunications provided:

- Complete site RF surveys
- Detailed design including fleet mapping
- Information workshops and WRACs with management groups
- Supply and installation of nine repeater sites with DC rectifier systems, standby generators, and battery backup for three days' autonomy
- Supply, fit-out, and installation of six new communications shelters including external mains powered connections
- Supply and installation of one 60m guyed mast
- Supply and installation of four 30m concrete poles
- Supply and installation of eleven 300Mbps licensed PTP microwave links to create a fully redundant backhaul ring
- Contractor management for all civil, construction, and electrical works
- Complete system integration, network, and environmental monitoring
- All project documentation
- Project handover with zero LTI's




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RCST Capability Statement v1.0

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