Capability
Statement

Who we **are**

RCS Telecommunications (RCST) is a leading Australian telecommunications service provider for medium to large organisations. With over 35 years' experience in communication networks, RCST delivers fully integrated solutions.

Our experienced and multi-skilled team includes specialists from IT, communications, design, engineering, project management and support backgrounds. Our focus is always on delivering solutions that achieve our customers' business objectives.

What we **do**

We connect people, places and systems by providing design, project management, procurement, installation, monitoring and maintenance services for communication networks. We deliver end-to-end, fixed and wireless technology solutions for voice, video and data transmission.

Our customers include organisations in the Mining, Energy, Utilities, Construction, Hospitality, Retirement, Agriculture, Telecommunication, Transport and Government sectors.

Headquartered in Queensland, our regional offices provide local support, workshop and installation services. Our Australian-based Network Operations Centre is the cornerstone of our managed service offerings and provides complete service management capabilities.

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Our **Vision**

RCST utilises a diverse range of communications technology and products to create solutions for our customers. This includes two-way radio systems, point-to-point microwave systems, IP networking infrastructure, Wi-Fi and LTE wireless networks, IP camera systems and fibre-optic communications cabling.

RCST combines these products from best-in-class manufacturers with our services to create tailored solutions that meet our customer's needs. Our vision is the outworking of this concept of customer-inspired solutions.

> **"To provide recognised high-quality, diverse communications technology solutions that improve our customers' business outcomes"**

Our **Capability**

RCST combines products from best-in-class manufacturers with RCST's services to create tailored solutions that meet our customers' needs. With 35 years of radio and wireless equipment sales, service, and support experience RCST understands how to connect people, places and systems.

RCST has a Quality Assurance system with policies and procedures benchmarked against ISO 9001:2015. This quality framework, along with our expertise in communication systems, enables us to provide fully integrated solutions for our customers' evolving communication needs. In addition to this, our Health and Management system extends to all RCST operations, which has been designed and implemented according to the requirements of ISO 45001:2018.

Our core solutions:

- Site Safety and Security Solutions
- Fleet Management Systems
- Personal and Vehicle Communication Systems
- Managed Networks
- Site-to-Site and Local Area Networks
- Internet Access and IP Carriage Networks
- Data Centre Networks and Solutions

Our professional services:

- Project Management Services
- Network Operation Centre Services
- Maintenance and Support Services
- Network Design, Build and Commissioning Services
- Radio Frequency (RF) Audit Services
- Equipment Rental Services
- Vehicle Installation Services
- Communications Cabling Services

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Our **Values**

Safety – RCST is committed to the safety of our staff, customers and all others involved.

Innovation – We encourage innovation and skill development in our workplace, across all technologies.

Understanding – We understand our customers' businesses to ensure that solutions meet needs.

Respect – We respect all customers, staff and partners by engaging with them ethically and with integrity.

Viability – We want RCST to grow and be a viable long-term business for the benefit of customers, shareholders and staff.

Our **People**

RCST has more than 90 employees located in our five locations across Queensland. Our highly trained and equipped team bring their years of experience, passion and professionalism to every project.

Brisbane	**Dalby**	**Mackay**	**Moranbah**	**Mount Isa**
Level 1, 133 Mary Street, Brisbane QLD 4000	142 Drayton Street, Dalby QLD 4405	11 Transport Avenue, Paget QLD 4740	Unit 7, 30 Thorpe Street, Moranbah QLD 4744	39 Barkly Highway, Miles End, Mount Isa QLD 4825

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Our
Markets

Mining

Energy

Transport

Agriculture

Government

Our **Record**

The following provides a short summary of some recent projects we have delivered. Contact us for further information on these projects.

LTE Wireless Network Deployment

RCST was selected to design, project manage, install, test, optimise, and commission a private eLTE (enhanced Long Term Evolution) network for a remote mining environment. The existing low bandwidth wireless infrastructure was ageing and required numerous repeaters to extend coverage across the site. RCST constructed the new eLTE system in a standalone manner to preserve legacy applications, with the design and configuration allowing for easy migration of existing applications to the new infrastructure.

A Fleet Management System was the key application and provided vehicle route optimisation, however additional safety systems including collision avoidance and CCTV required robust connectivity and increased data throughput. The eLTE network easily provided this additional bandwidth and allows for further growth in data throughput and the number of connected devices as requirements evolve.

Huawei's eLTE system was chosen to facilitate the increased data traffic requirements. The new system also reduced the number of repeater sites required because of the extended range of the eLTE network. The system included a fully redundant virtualised Evolved Packet Core, three eNodeB locations, gigabit point to point and point to multipoint microwave radio backhaul connections, small cell telecommunication trailers, endpoint gateways, and a Network Management System. Licensed radio spectrum was used for both the LTE network and the point-to-point backhaul network.

Centralised Operations Centre

RCST worked with a large multi-site mining company to assist them to centralise some key operational functions from several mines back to a central location in Brisbane. The new centralised operations centre enabled many procedures to be streamlined as well as encouraging innovative practices. The centre resulted in cost savings, operational efficiencies and the ability to implement multi-site safety systems.

RCST was selected to provide project management, design, implementation, installation, and the commissioning of three technical streams necessary for the development of the new centre. These streams included the two-way radio, network, and site services components of the project.

Numerous RCST team members were involved across the three project streams. Our teams worked on-site at the operations centre in Brisbane as well as at the mine sites preparing various systems to be integrated into the network.

RCST's Network Operations Centre was engaged to provide ongoing network management, incident management and change management services. Our expertise in IT service management practices using ITIL meant a consistent approach and was used across the multiple functions.

Greenfield Mine Site Development

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

RCST provided:

- Complete project management and delivery
- Design and installation of the wide area network
- 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 the Fleet Management System installation, testing, and site integration
- P25 digital radio and associated communications infrastructure design, installation, testing, and site integration
- Server room design and construction management
- Handover to site

Trunked Two-Way Radio System

RCST was chosen to design, install and commission a Motorola digital P25 trunked two-way radio system for a large customer with more than 200 two-way radios across a single site. Trunked two-way radio systems are ideal for networks with a large number of users because they use radio spectrum more efficiently and allow many simultaneous conversations over a few distinct frequencies.

RCST project managed the implementation including civil works for new antenna masts and repeater sites. The following is an overview of the project activities:

- Radio frequency surveys across the entire site
- Detailed design including fleet mapping
- Project management of the complete system
- Conducted information workshops and workplace risk assessments with appropriate stakeholders
- Supplied and installed nine repeater sites with DC power rectifier systems, standby generators, and battery backup for three days' autonomy
- Supplied and installed six new communications shelters including external mains powered connections
- Project handed over with zero days lost to injury
- Supplied and installed one 60m guyed mast and four 30m concrete poles
- Supplied and installed eleven 300Mbps licensed point to point 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
- Developed and provided all project documentation

Connecting People, Places and Systems

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RCST Capability Statement v1.1

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