



ELECTRON  
— .co.uk —

## COMPANY PROFILE

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## MISSION STATEMENT

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“We aim to work with businesses to provide them with advanced wired and wireless infrastructures “.

“We therefore look to ensure that their data, voice and video traffic is transported in a highly reliable, efficient and cost effective manner thus increasing their long term productivity and profitability”.

The implementation of this mission is the goal for the company.

**Chris Hickling RCDD**  
Managing Director



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## CONTENTS

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INTRODUCTION

QUALITY

SERVICE OFFERINGS

EXPERTISE

WHY CHOOSE ELECTRON

CLIENT LIST

MAJOR INSTALLATIONS



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## INTRODUCTION

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**Electron Technical Services** is a well-established UK Limited company, founded in 1988, with a reputation for quality solutions and implementations.

The key to the company's success is its ability to understand the customer's business needs, offer a sound technical solution, and provide this with a personal approach. This approach is achieved by ensuring that all staff are trained in their individual roles.

**Electron** is a leading installer in LAN network connectivity, which includes: -

- Category 5E & 6A cabling
- Multimode fibre-optic cabling
- Single mode fibre-optic cabling
- Ethernet switching 10/100/1000 Mbit
- Wireless and Line of Sight inter-networking

The company also offers a range of associated services that include: -

- Equipment room refurbishments
- Project Management (including web-based tracking)
- Public Address Systems
- TV Distribution Systems
- Cabling and equipment maintenance
- Out of hours contact service 24/7

Corporate Headquarters are located in Derbyshire in the East Midlands. The company operates both throughout the UK and internationally.



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## QUALITY

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### General

**Electron** continually invests both time and money improving service and image to our customers. **Electron** has always been aware of the need for maintaining quality standards, both in-house and externally. We have put in place a fully documented quality system in line with ISO 9001/2000. To achieve these goals, **Electron** has established and will continue to maintain an effective quality system ensuring that all staff are trained and aware of the implications of the system.

Management of the quality system is fundamental to all aspects of **Electron** daily operations with staff being aware of how to implement the routines as specified in the Quality Manual.

The quality itself is monitored on a regular basis by Senior Management to ensure compliance with the various specifications and where applicable, new routines introduced to ensure effective on-going control. All reviews and audits are recorded and assessed regularly under **Electron** quality procedures. **Electron** employs quality officers who carry out both internal audits on the companies 'in-house' systems as well as external audits on completed and on-going cabling projects.

Materials are selected for performance and reliability, not the lowest cost. Suppliers are therefore continually monitored and evaluated.

### ISO9002 Approval

**Electron** has always been committed to quality. In 1993 **Electron** obtained the BS5750 certificate for communications cabling installations. The ISO9002 award subsequently replaced this. In 2001 **Electron** achieved ISO9001/2000 status.

The procedures implemented under this scheme have helped to structure the company to cope with future growth.

### BICSI Programme

BICSI is a non-profit making global organisation looking to standardise the networking and cabling industry worldwide. By the end of 2004 there were over 20,000 members in 75 different countries. The BICSI Telecommunications Distribution Methods Manual is the accepted design guideline of the industry.

**Electron** is a corporate member of BICSI and has 3 Registered Communications Distribution Designers (RCDD's) in house, of which one is also a LAN Specialist. Members obtaining the RCDD status, are able to design, cost and implement networking and cabling systems to approved formats to the highest standards ([www.bicsi.org](http://www.bicsi.org))

This has given **Electron** a focused quality objective for the future.



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## SERVICE OFFERINGS

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Since its foundation, **Electron** has been awarded many different types of communication contracts, including: -

- Major voice and data cabling contracts
- Wireless and point to point laser installation
- Server and telephone system installation
- Moves and Changes contracts
- Layer 2 and 3 Network installation
- Communication Room refits
- Interactive whiteboard and plasma screen installation

Today, **Electron** offers a complete installation package for all aspects of voice and data communication systems. Resources are always carefully evaluated to ensure the company is operating well within its capabilities to ensure customer satisfaction.

Our portfolio of services includes: -

- **CONSULTANCY, DESIGN AND TENDERING (BICSI REGISTERED RCDD STAFF IN-HOUSE)**
- **PROJECT MANAGEMENT (INCLUDING WEB-BASED PROJECT TRACKING)**
- **MAJOR NETWORK CABLING INSTALLATION (INCLUDING CATEGORY 5E, 6 AND FIBRE OPTIC PROJECTS)**
- **ETHERNET & LANWAN EQUIPMENT INSTALLATION & SUPPORT**
- **IP TELEPHONY**
- **PUBLIC ADDRESS SYSTEMS OVER STRUCTURED CABLING**
- **TV DISTRIBUTION SYSTEMS**
- **MAINTENANCE CONTRACTS**
- **WIRELESS SURVEYS**
- **SECURITY AUDITS**
- **LAN DUE-DILIGENCE SURVEYS**



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## EXPERTISE

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### Cabling Installations

Electron's core business is the installation of Structured Cabling, to allow for the provision of new services into the customers communication network or the refurbishment or relocation into new office / building facilities.

Large national rollouts and multiple hundred / thousand outlet installations of copper and fibre communication infrastructures on complex LAN's are our core business. Installing only Category 5E and Category 6 copper cabling from reputable and respected UK based manufacturers. Fibre optic cabling, which has been traditionally used in the network backbone, is now playing a significant part in providing desktop services.

Our experience in the installation of these technologies gives clients peace of mind.

### Networking Equipment

To make the most of any PC network good quality network equipment must be provided. Associated with most leading suppliers in the market, our buying ability provides you with quality assured products at realistic prices. Electron has a quarterly brochure as well as an online shop facility.

Electron can design and install small / medium network systems that will bring benefit to your business.

### Wireless/Laser

Wireless is one of the most dynamic emerging technologies. With the recent increase of bandwidth capability, wireless has become a viable solution, both "in-premise" and between buildings, replacing in some instances both the horizontal and backbone infrastructures. Laser point to point links now operate at up to 1 gigabit and provide excellent resilient links with quick ROI.

Electron has been involved in the design, installation of wireless networks since early 1998.

### Public Address

The Valcom PA system offers three main types of speaker (ceiling, wall & desktop) all of which use structured cabling as the communications path. The cabling technology allows the customer to have full control over the installation just by using patch panel and patch leads.

Other features include: -

- PABX connection
- Warning tones
- Fire alarm connection
- Talkback security features

Electron supply and install the Valcom Public Address System which is suited to the core business' as it is routed over structured cabling instead of proprietary cabling and is based on distributed amplifier architecture over multiple zones.



## Open Rack Conversions

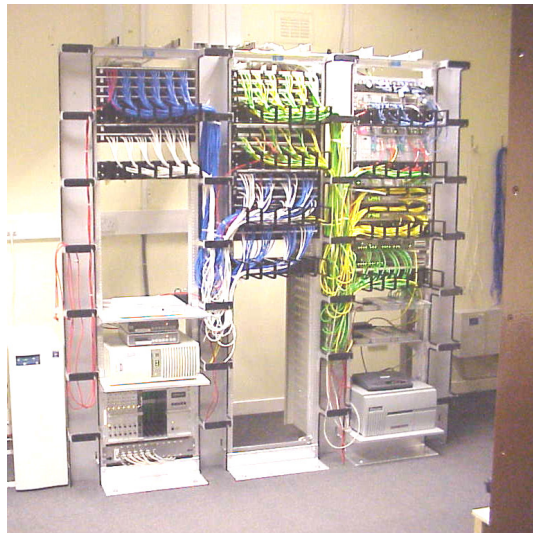
Until recently, most structured cabling systems were designed and installed using standard 19" cabinets. However there is now an alternative available that is designed specifically for this market – the open rack.

Open rack systems are designed to address the key requirement of any structured cabling wiring centre – that of cable management.

The benefit of having well designed open rack systems in the Communications/IT Room is that it allows operations staff to undertake any patching required while avoiding the “spaghetti junction” effect that so often results. Electron offers this racking on all new cabling installations.

**Electron** also offers this service to existing communications rooms where cabinets have out grown their initial requirement and no longer support the network safely. This work can be done over a weekend where existing cabinets are removed, new open racking installed and systems restarted, ready for business on Monday morning. Additional capacity is usually built into the design to allow for future expansion.

For more information on racking solutions, look at ‘Case Studies’ on [www.electron.co.uk](http://www.electron.co.uk)





In addition to the above, we also offer the following specialised services: -

### Maintenance Contracts

Tailored Maintenance contracts to suit the needs and requirements of each individual site. Our contracts include telephone support, on site health check and updates; all are available in 3 levels to suit your budget.

### Security Audits

The threat of attack from a number of angles is always there whether it is from the Internet, email or internal miss-use of your own system. We will assess your network and pinpoint the weaknesses within and recommend the best solution to tackle your problem.

### LAN Due-Diligence

The demands on your network are always increasing and with new technologies like VOIP being more affordable it's always good to know your Network has enough resilience to take on these applications. Our engineers can assess your current LAN configuration and offer advice on the best upgrade path you should take according to the applications you will be deploying in the future.



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## WHY CHOOSE ELECTRON?

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At Electron, we believe that not simply meeting but exceeding customer expectations, are of paramount importance.

We want our customers to experience new technology that will allow their business to grow and become increasingly efficient because of it. Many systems that we supply work in the background, unknown to the general worker of the company. We pride ourselves that throughout most of our clients we are only known in the IT Department, as the systems themselves work transparently with the network and the business.

Where we supply training and support, we implement a simple methodical approach that can be referred to after we have left. In this way the technology installed gets used to its maximum level, giving maximum benefit to our customers.

As an Electron customer you will receive first class response and service. We provide a large range of services in the communications arena. This portfolio expands at a level that our staff feel confident to provide.

We undertake projects in any location to tight time-scales, working around the clock if required. From site survey to completion, our project management team will liaise on a daily basis to keep you informed of our progress.

Electron Technical Services have completed many large single sites and rollout installations as far a field as Hong Kong and Tokyo.

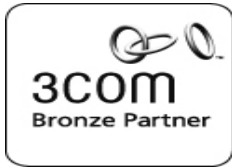
Once your installation has been installed and commissioned, Electron Technical Services are still there to support your business for today and tomorrow.

In summary you should choose Electron because: -

- We **have** the expertise
- We **have** the track record
- We **have** the resources
- We **have** the partnerships in place with major vendors
- We **have** web-based project training
- We **want** a satisfied customer



Accreditations





## General Client List

### **EDUCATION**

Bilston Community College  
Buxton College  
De Montfort University  
Gwent College  
High Peak College  
Imperial College  
Oakham School Campus  
Sandwell College  
Stoke on Trent College  
Sutton College  
University of Bristol  
University of Hull  
University of Nottingham

### **FINANCIAL**

Co-operative Bank  
Eagle Star Insurance  
Ernst & Young  
Iron Traders Insurance  
KPMG  
Lloyds Bank  
Natwest Bank  
Nelson, Solicitors  
Warren and Allen, Solicitors  
West Bromwich Building Society

### **FOOD & DRINK / RETAIL**

Asda Stores (80 sites)  
Campbell Soup Company  
Faccenda Chickens  
House of Fraser  
Pedigree Pet foods  
Scottish & Newcastle Breweries

### **GOVERNMENT**

Derby City Council  
Health and Safety Executive  
Inland Revenue (80 sites)  
Kettering Borough Council  
Leicester County Council  
Leicester Police  
London Borough of Bromley  
London Borough of Hounslow  
Ministry of Defence  
Northampton Social Services  
Nottingham County Council  
Riverside Housing Association  
Royal Mail  
Solihull Council  
Staffordshire County Council

### **HEALTH**

Eye Hospital Wolverhampton  
New Cross Hospital  
North Yorkshire Health Authority  
Royal Hospital, Wolverhampton  
Wolverhampton Health Care

### **HOTELS**

Belton Woods Hotel, Grantham (DeVere Group)  
Brigstowe Hotel, Bristol (Fullers Group)  
De Vere Daresbury Park, Warrington  
De Vere Belfry, Warwickshire  
Hyatt Regency Hotel, Birmingham  
Malmaison Hotel, Birmingham  
Midland Hotel, Derby  
Minories Hotel, London (Fullers Group)  
Mottram Hall Hotel, Cheshire (De Vere Group)  
Renaissance Hotel, Gatwick (Marriott Group)  
Renaissance Hotel, Reading (Marriott Group)  
Renaissance Hotel, Manchester (Marriott Group)

### **MANUFACTURING**

Armstrong Ceilings  
BMW  
British Gypsum  
Caterpillar Tractors  
Coats Viyella  
Creda  
Grundfos Pumps  
Hepworths (10 sites)  
International Mining  
Knoll Pharmaceuticals (BASF)  
Manders Paints  
Massey Ferguson  
Otis Lifts  
Rolls Royce  
Smith and Nephew

### **TECHNOLOGY**

Coherent Optics  
Ericsson  
MISCO Computer Products  
Ricoh  
Sema Group plc  
Siemens

### **UTILITIES**

British Gas  
Diamond Cable  
NTL  
Severn Trent Water



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## MAJOR INSTALLATIONS

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Over recent years Electron have undertaken a number of prestigious projects that include the following: -

<b>Aston University</b>	<b>£1,100,000</b>
<b>Experian</b>	<b>£ 630,000</b>
<b>Campbell's Soups</b>	<b>£ 200,000</b>
<b>Schlumberger Roll-out</b>	<b>£ 350,000</b>
<b>Burton Hospital</b>	<b>£ 70,000</b>
<b>Clyde &amp; Co</b>	<b>£ 200,000</b>
<b>Sema Head Office Crew</b>	<b>£ 110,000</b>
<b>Crown Prosecution Service</b>	<b>£ 900,000</b>
<b>Coherent Tokyo, Japan</b>	<b>£ 70,000</b>

References can be provided upon request.