

Excelerate Technology Enhances Support Capabilities

By Excelerate Technology

Dated: May 18, 2009

Excelerate Technology has enhanced its support capabilities with additional technicians, a new fleet of vans and a 24/7 service option

Excelerate Technology, the leading supplier of satellite and wireless-based data, voice and video solutions, has completed the next phase of its expansion programme by enhancing its support capabilities. The company has recruited an additional five technical specialists and unveiled a new fleet of vans to enable a rapid response to be delivered to all requests for assistance from clients operating in a wide range of markets including the emergency services, local government, education and utilities.

The company has also extended the support options available to include a 24/7 service to meet the requirements of clients working in mission critical environments including police, fire and ambulance.

According to David Savage, CEO of Excelerate Technology: “The investment we have made in developing our support capability assures clients that any technical issues will always be rapidly resolved enabling them to maintain a high state of operational readiness at all times. The class leading levels of support that we provide are significant competitive differentiators that will enable us to continue our impressive growth path.”

Excelerate Technology has been responsible for equipping some of the UK’s largest and most advanced mobile command and control vehicles for organisations such as Royal Berkshire Fire and Rescue, Strathclyde Fire and Rescue and South Central Ambulance Service NHS Trust (SCAS). Other contracts recently awarded include Fife Fire and Rescue Service, South Yorkshire Fire and Rescue, Wiltshire Fire and Rescue, West Midlands Ambulance Service NHS Trust and Gwent Police. In addition, Excelerate was appointed technology supplier nationally for the Department of Health’s HART (Hazardous Area Response Team) programme, which will result in this country having the worlds most technically advanced and resilient ambulance service.

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About Excelerate Technology

Excelerate Technology is the market leader in the supply and integration of satellite and wireless-based data, voice and video applications on Mobile Incident Command and Control and Communications Support Vehicles used by the emergency services. It also offers a range of similar solutions for use in fixed and mobile environments for a wide range of other market sectors including education, utilities, medical, sport and commercial.

Excelerate Technology operates and manages its own satellite and private GSM network from its International Headquarters near Cardiff in the UK. There, a Network Operations Centre ensures the delivery of high quality bandwidth, which can be tailored in real time to suit the specific needs, budget and service level guarantee requirements of clients. The company offers a complete single source solution by providing full training and support to complement its expert design, development, supply and integration capabilities.

Category Technology, Government, Computers

Tags satellite, Wireless, emergency services, government, civil contingency, command and control

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