Gencom

WIRELESS SOLUTIONS

TWO-WAY COMMUNICATION SOLUTIONS

KEEPING YOU CONNECTED WHEN IT COUNTS.

CONTENTS

Do your best work with a powerful two-way communication system tailored to your business.

Our tailored communication systems are designed to make work more efficient, safe, productive and collaborative.

Put simple, we're making your work simple.

TWO-WAY TECHNOLOGY DESIGNED FOR THE WAY YOU WORK BEST.

General Communications Pty Ltd (Gencom) is an Australian leader in tailored two-way communication services. We understand that communication is at the heart of any successful operation. We specialise in designing two-way communication solutions that maximise your business' efficiency, safety and productivity.

HEALTH

MINING

SECURITY

TRANSPORTATION & LOGISTICS

AVIATION & SHIPPING

CB & MARINE

CONSTRUCTION

EMERGENCY SERVICES

Since we were first established in Newcastle in 1982 we've led the way in our industry as innovators, creators and problem solvers. We've been at the coalface, at the fire front, onsite, on time and on top of our game. Today we are a respected specialised two-way radio supplier servicing all major industries, services and government organisations across Sydney, Newcastle, Central Coast, Hunter Valley and regional NSW with world class radio communications.

Our capabilities extend further than our globally leading communications and wealth of knowledge. We provide ongoing support and service to ensure your radio system continues to empower your team to stay connected, responsive and to be productive. We have fully equipped workshops staffed by trained technicians and mobile workshops that can provide field service any time of the week at any time of the day.

NSW'S PREMIER PROVIDER OF TWO-WAY COMMUNICATION SOLUTIONS

For more than 35 years, Gencom has experienced strong and sustained growth, bolstered by the acquisition of a number of communications companies throughout our key service regions. Today we employ over 35 staff that work across sales, service and engineering support for our clients.
We also have invested in transmission sites and digital radio networks throughout the Newcastle, Central Coast, Port Stephens and Hunter Valley region so we can provide superior coverage and connectivity, no matter your needs.
Our turnkey service is trusted by major businesses and projects, including:

- Tomago Aluminium
- Newcastle City Council
- Barangaroo Delivery Authority
- Comfort Delgro Cabcharge
- Remondis Waste Management
- Multiplex Constructions
- Newcastle Airport
- Boral Resources
- BHP Energy Coal
- Westfield Group
- NSW Rural Fire and State Emergency Service
- Downer Group and many more.

Connecting your business in the way you want, to the people you want!

ONE-OF-A-KIND SOLUTIONS THAT ARE THE RIGHT FIT FOR YOUR BUSINESS

In addition to our primary role of communications equipment sales and support, we provide ancillary services including system engineering and design, RF path profiles, radio site surveys, intermodulation analysis and site design.

Our willingness to invest in new technologies and source new innovations ensures we can offer you the highest quality communication tools that are built for reliability. Product research and development is a key aspect of Gencom's capabilities. Working with our partners to develop new products has seen the release of a number of solutions for site call, first aid and emergency, crane operations, hornless horns (truck full), dispatch integration and other applications brought to market.

Gencom and its partners have significant expertise in telemetry and SCADA, Bi directional amplifiers, Wireless IP Data, collision avoidance technology, fatigue management solutions and alarm escalation management to provide a comprehensive suite of capabilities well beyond the traditional two-way radio voice communications portfolio.

WE WORK WITH THE BEST GLOBAL BRANDS

Providing the best technologies and two-way communication solutions to our clients is at the heart of what we do. Key to our success is working with the right brands to ensure we can offer high quality products that are priced for everyday use. Every brand we work with undergoes a strict quality assurance check so we can ensure you're getting the best product for your needs.
We are Platinum partners for Motorola Solutions and we also supply Sepura, Damm, Kenwood, Tait, Hytera, GME, Icom and many other quality radio communication products, and offer both sales and service on most other brands.

LOCAL SUPPORT BACKED BY NATIONAL EXPERTISE

As the premier solutions provider of two-way radio solutions in NSW, Gencom supports many local dealers and businesses throughout inner-city and rural NSW and national organisations serving Australia-wide. With some exceptions, our focus is on providing service to the revenue generating industries and businesses throughout our state. We are proud of our history in the Newcastle and Hunter region and of our recognition nationally for our growth, capabilities, performance and customer satisfaction.

The addition of a Sydney and Singleton office and our mobile workshops has allowed us to tackle the largest, most complex radio system requirements for our clients across NSW.

EXPERIENCED TECHNICIANS AND PROFESSIONALS

Gencom has received ARCIA Accreditation, which is the highest accreditation for a company in our industry. ARCIA is the peak national industry body that represents the two-way and associated wireless radio communication industry in Australia. To achieve accreditation, we've consistently exceeded the benchmarks set in areas including technical expertise, business practices and services.

Gencom has further raised the benchmark by being one of the few Radio Communications companies in NSW with certification to ISO9001:2015.

This together with adherence to AS/NZS4801:2001 ensures that we meet the highest global standards for quality and safety management.
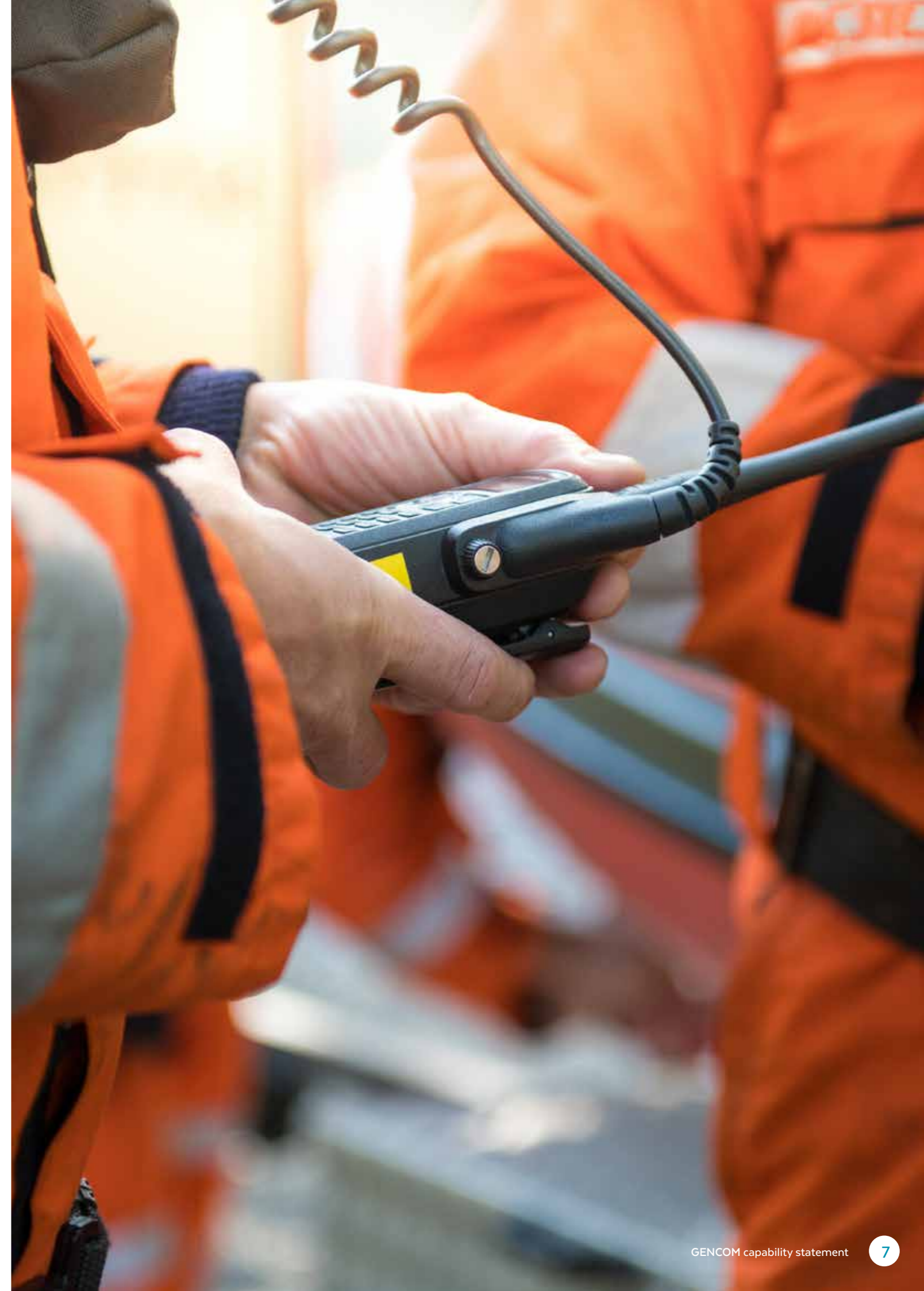
We also hold certification and qualifications with all of our vendors and radio manufacturers, including Motorola Solutions for P25, Tetra and DMR (MotoTRBO). We are approved for government contracts and are experienced and qualified in various related technologies, including paging, wireless canopy point-to-point, mesh networks and telemetry networks.

Our experienced technicians, innovators and support staff are here to streamline your workplace, support safety onsite and ensure you are getting the most out of your resources.

WHAT WE CAN DO FOR YOU...

We don't specialise in out-of-the-box solutions. Our two-way communication tools are purpose built for you, so you can do your best work!

We are well-positioned and resourced to be a major supplier of all things radio across Australia. Our clients come to us with a problem, and we provide the best technology, service, support and coverage for their needs. Read some of our client stories and discover how we can tailor the right system for your unique business needs.

TWO–WAY COMMUNICATION SOLUTIONS FOR DIVERSE INDUSTRIES

The breadth of experience, knowledge and innovation we have allows us to cater for diverse industries, including but not limited to mining, transport, commercial, government, industrial and logistics markets.

EVOLUTION LAKE COWAL GOLD MINE

Cowal Gold Operations (CGO) in Southern NSW have recently installed and commissioned a large five site multi repeater MotoTRBO Linked Capacity Plus digital radio system featuring Wi-Fi programming, high speed GPS and complex TRBOnet dispatch and alarm management. This system features over 400 fixed, mobile and portable terminals and has high levels of security associated with all aspects of its operation. This implementation has seen a significant increase in safety management and WHS compliance together with reliability and coverage improvements for the business.

AGL BAYSWATER AND LIDDELL POWER STATIONS

AGL selected Gencom to design and deploy a seven site multi carrier per site MotoTRBO Linked Capacity Plus system to cover their power station operations and surrounding infrastructure in the Hunter Valley. The system featured TRBOnet dispatch consoles with GPS and voice logging together with analogue gateways to their Glenrock and Barnard River pumping stations in the Barrington Tops. Around 700 terminals were configured to roam seamlessly around the site. High security features were also employed on this network to ensure critical infrastructure for NSW would not be adversely impacted by outside activities. Customer benefits include improved security, audio quality and emergency management capability together with increased call capacity.

ENTRANCE RED BUS

Operating on the NSW Central Coast with 100+ vehicles, Red Bus has been a Gencom client for over 20 years. When it came time to update, they chose the ORION Network. A multisite wide area solution, Orion is the network of choice for the transport industry. Offering expansive coverage and features including TRBOnet dispatch, voice logging, telephone integration and private calling, the network is unrivalled in coverage and capability. Benefits in coverage were instantly apparent as was the quality of the audio. Additional features such as GPS and status reporting in TRBOnet allows Red Bus to manage KPI's which form part of their operating contracts.

LDD FOODS

Located in Sydney's west, LDD Foods needed a reliable solution to meet safety concerns onsite. Gencom supplied a Kenwood DMR solution which offered the client a simple deployment with around 40 portable radios configured to send man-down alarms automatically when radios were on their side and emergency alarms when activated. The result was improved productivity, as staff were able to work independently and as a team with improved safety and WHS compliance.

BARANGAROO DELIVERY AUTHORITY

The Barangaroo Delivery Authority is a NSW Government agency established to manage the waterfront development at Barangaroo and to deliver world-class standards in urban design, public space and sustainability. Gencom delivered an integrated solution utilising

MotoTRBO technology to provide site-wide coverage for their security and operations staff.

Using a combination of digital repeaters and bi-directional amplifiers, site wide coverage was achieved throughout the complex including in the underground carpark. TRBOnet dispatch consoles manage multiple talk groups and emergency management for the 50+ radios on site, resulting in improved safety and efficiency for the business.

MOUNT ARTHUR COAL

Gencom won the tender to migrate NSW's largest coal mine to a UHF Tetra Digital Radio network back in 2011. Five radio sites were initially deployed using Damm Infrastructure and Sepura terminals and over 500 plant and light vehicles, additional radios for gates, crib rooms and public address systems were designed, installed and utilised. Recent expansion has seen an additional four sites added as well as added capacity. The system now supports over 1,000 terminals and includes voice dispatch consoles and log servers for data and voice recording. The technology has allowed BHP to expand seamlessly without the barriers associated with the previous analogue technology.

WHAT WE CAN
DO FOR YOU

Our two-way radio systems give you the network, device and security tools you need to get more out of your business, site or project.

TWO-WAY RADIO SYSTEMS

Gencom's core capability is two-way radio systems. These systems vary from simple analogue single frequency systems to sophisticated, mission critical, multi-site digital solutions, each tailored to your business' needs and budget.

We have deployed solutions to multiple major mine sites throughout NSW and have the capacity and capabilities to handle multiple simultaneous rollouts of large projects. For example, we delivered our solutions to BHP Mount Arthur Coal, Glencore Ravensworth and HVO/Mount Thorley Warkworth mines simultaneously.

Our technologies include but are not limited to:

P25

A mission critical solution based on the APCO Project 25 standard utilised by the Government Radio Network, Police/Emergency services and some mines in Australia. We implemented this system for Hunter Valley Operations and Mount Thorley Warkworth.

Tetra

Developed in Europe and designed as a true open standard mission critical solution, we've migrated several mines across to this system, including Mount Arthur Coal, Newcastle Coal Infrastructure Group, Glencore Ravensworth Operations, Glencore Mangoola Coal and Whitehaven Maules Creek.

MotoTRBO

An industrial strength, business critical solution based on the open DMR standard, we've deployed numerous MotoTRBO systems for both mining and commercial clients across NSW. We've also deployed this system through the Orion network rollout for many local councils, major bus operators, shopping centres, coal terminals, construction companies etc.

APPLICATIONS

Configuring large fleets of radios? Need to track users or monitor fatigue and alarms?

The digital apps market is the most rapidly expanding area of development in the two-way radio industry. From voice consoles to sophisticated resource management tools and GPS tracking, these apps are designed to increase efficiency, enhance productivity and improve safety.

The apps market space is well serviced by many companies offering unique solutions to enhance the capabilities and extend the usefulness of your radio system. We'll work with you to find the right solution for your business, and have helped many mining and industry operations with areas like alarm management, dispatch, remote resource management and isolated data collection through to innovative app solutions.

SUPPORT

Once your system has been installed, our team of technicians is on hand to ensure you and your staff get the most from your radio equipment. Our technical staff are contactable around the clock to provide emergency repairs and ongoing preventative maintenance, giving you complete peace-of-mind that you'll continue to get the most out of your two-way radio system.

GPS TRACKING AND FLEET MANAGEMENT SOLUTIONS

We provide varied solutions for GPS and vehicle management systems including an interface into the vehicle CAN bus that allows user to access data directly from the engine management system. These can be integrated into two-way radios together with voice or operate as a standalone system using a 3G/4G modem and web interface. Additionally, we can offer indoor tracking solutions using Bluetooth beacons to locate staff and manage emergencies more effectively.

EMERGENCY RESPONSE AND FIRST AID PLINTHS

We can design and manufacture mine-site emergency and first aid plinths, including radio terminals, for use at fuel farms, in-pit and for workshop/hardstands. Our portfolio includes the e-call emergency call boxes for construction sites as well as the unique WES+ range of wireless mesh-based nurse call and fire alarm systems.

HORNLESS HORNS

Hornless horns notify the next driver to approach a digger as well as when the vehicle is full and he/she needs to leave. This technical solution is used throughout the mining industry in NSW and paired with the two-way radio system, provides greater resilience on site. We can design and manufacture hornless horn devices for your site.

AM/FM REBROADCAST

Our digital AM/FM rebroadcast solutions for mining environments can improve your staff culture and therefore productivity and helps to manage fatigue on site. Gencom can provide a turnkey solution including not only the hardware required, but also the ACMA licence management.

TRAILERS, SKIDS AND HUTS

We offer purpose-built, relocatable trailers that are powered by solar and integrated with antenna masts to offer a reliable communication hut. Tailor-made for your needs, the communication huts support radio communications and reliability, camera systems, high and low precision GPS systems, mesh networks, point-to-point, point to multi point links and critical telemetry links for SCADA applications.

WIRELESS IP LINKS

In the modern world, many devices are connected via IP. We offer wireless digital link solutions from multiple vendors for backhaul, point-to-point, point to multi point, mesh, mission-critical, high efficient links and telemetry links for SCADA applications.

UNDERGROUND COMMUNICATIONS

Gencom works with the industry's leading manufacturers to deliver world-class underground communications. These include voice and data applications, location services and collision avoidance solutions via amplifiers, leaky feeder cabling and fiber optics. Integration of above and below ground systems is our specialty.

SERVICE LEVEL AGREEMENTS

Beyond providing your tailored and specialised two-way radio system, we can provide a service agreement which will ensure 24/7 monitoring of your radio networks. Our service level agreements also encompass preventative maintenance, planned maintenance, remote access and onsite support through our own technicians or our regional dealers.

We are committed to workplace health and safety

WHS on your site and for our staff is our single highest priority. We follow strict, non-negotiable protocols to reduce risk and ensure the safety of your and our staff onsite. Our work is completed to national standards for our industry and will meet your requirements for your own WHSE management plans where applicable. Gencom is also accredited to ISO9001 and AS4801.

MANAGED RADIO NETWORKS

As a major supplier of all things radio across Australia and in addition to the level of service, reliability and support that we provide to our customers, we own and manage several radio networks throughout Sydney, Newcastle and Hunter Valley. Our flagship network is Orion – the country's largest subscriber network based on Motorola's MotoTRBO Connect Plus and Capacity Max technology. This is a wide area trunked digital network and a national solution providing radio coverage in all major capital cities of Australia and many regional areas. The platform is feature-rich and allows seamless roaming of radios around the nation. It is an ideal choice for national service provision companies, transport and logistics providers and many business users.

CERTIFICATIONS AND QUALIFICATIONS

ARCIA ACCREDITATION

ARCIA is the peak national industry body representing the two-way and associated wireless radio communications industry in Australia.

Gencom are an Accredited Corporate member of ARCIA which is the highest level of accreditation available for a company. This level of accreditation can only be gained if the company exceeds the benchmarks on levels of technical expertise, business practices and service.

GLOBAL ACCREDITATION

Gencom is certified to meet the stringent ISO9001 standard for quality systems & management. This is used to demonstrate the ability to consistently provide products and services that meet customer and regulatory requirements.

Together with AS4801 compliance for Occupational Health & Safety Management customers can be assured of Gencoms focus on delivering high quality outcomes every time.

VENDOR ACCREDITATION

Gencom represents most major radio manufacturers. We hold certifications and qualifications with all our vendors. Additionally we have been certified with Motorola for P25, Tetra and DMR (MotoTRBO). We also hold accreditation in various technologies including Paging, Wireless Canopy Point to Point, Mesh networks and Telemetry networks.

STATE GOVERNMENT CONTRACT

Gencom have been approved for State Government Contracts under ITS2573.

MINE ACCREDITATION

Gencom's technical personnel are fully inducted on most of the mines in the region. Because radios are being utilized mine site wide, we ensure that our staff are inducted and compliant. Inductions qualifications include:

- Generic Induction
- Site induction
- Electrical Safety Package
- Isolation
- Working at Heights
- Pit Licenses

Gencom

WIRELESS SOLUTIONS

Gencom has been designing, supplying, installing, servicing & managing wireless communications for many of NSW largest businesses since 1982.

Gencom operates fully equipped workshop facilities in Sydney, Newcastle and the Hunter Valley

Gencom is a truly independent supplier offering best in class technology solutions from the world's leading manufacturers.

📞 **1300 888 610**

✉ sales@gencom.com.au

www.gencom.com.au