

Company Profile

CCTV • ANPR • Access Control • Information Display Systems • Fibre Optic Networks • Public Address



Consultancy • System Design • Installation • System Integration • Service & Maintenance

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Company Information Pack

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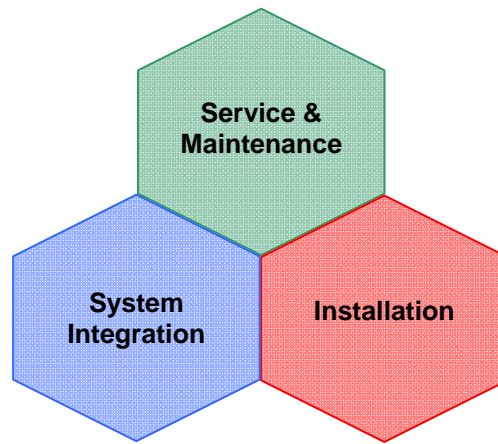
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Section 1 – Company Details

Company Overview

Touchstone Electronics was formed in 1980 and are currently one of the UK's leading specialist systems integrators, providing "state of the art" electronic security and business critical solutions.

The principle areas of business activities are:



We provide complete "turnkey" solutions, from site survey & system design, through to supply, installation and maintenance.

We specialise in the design, installation and maintenance of fully integrated systems for use in video, audio and data management applications. These systems include CCTV, Access Control, Information Displays and Fibre Optics Networks.

We are also able to provide custom-engineered solutions with highly advanced control suites using the latest technology and specialist software.



We have a strong presence at all of the UKs' major Airports including Heathrow, Gatwick, Stansted, Southampton, Luton and Cardiff.

We support our operations at Heathrow Airport from our offices at Colnbrook with modern facilities for manufacturing, staff training and product demonstration.

Touchstones' Heathrow offices

Our commitment to Quality is reinforced by our registration to ISO 9001:2000 and our membership of the British Security Industry Association.



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Section 2 – Products & Services

Our principle areas of technical expertise include the following technologies:

CCTV

Touchstone Electronics has extensive experience in the design and installation of CCTV Systems. This experience ranges from single fixed camera systems to airport-wide multi-user systems, for applications ranging from Traffic Monitoring and Car Parking to Passenger Flow and Terminal Management.



Due to the ever increasing demand for fully integrated CCTV Systems, Touchstone have developed a range of IP based solutions that can be configured to work with the majority of existing analogue cameras and telemetry systems.

These hybrid solutions preserve the investment already made in the cameras and provide a cost-effective, fully integrated solution.

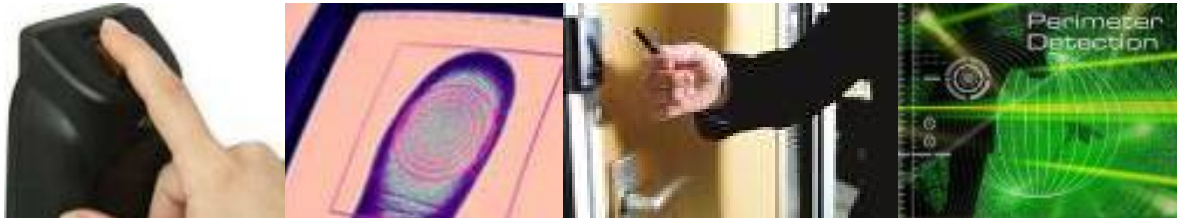
Through our ever-increasing network of technology partners with the major manufacturers of leading Digital CCTV Products we are able to provide our customers with a comprehensive range of integrated CCTV security solutions.

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Access Control

Touchstone Electronics are on the leading edge when it comes to Access Control Solutions.

We can provide a complete design and installation service using the majority of leading Access Control systems currently available in the UK including the following technologies:-



- ***Biometric Readers***
- ***Mifare & Legic Smart Cards***
- ***Dual Technology readers with Proximity / PIN Keypads***
- ***Perimeter Protection***
- ***Video and Audio Door Entry Systems***



With more than twenty years of experience working on the UK's airports, we have gained a vast amount of specialist knowledge on the principle access control system used by the UK's major airports.

We have used this knowledge to help our customers develop many successful access control and passenger segregation solutions.



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Information Display Systems

Touchstone Electronics has extensive experience in the design and installation of Information Display Systems, from single screen displays to banks of multi-screen displays, for applications ranging from Flight Information to Call Centre Displays.



JCDecaux Airport

Our specialist expertise with airport display systems is widely recognised within the UK and we are currently the preferred installation & service partner for Fujitsu Services UK and JCDecaux Airport advertising.



Part of the JCDecaux Group, JCDecaux Airport is the undisputed world leader in airport advertising with over 160 airports worldwide, targeting over 1 billion passengers a year.

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Fibre Optic Networks

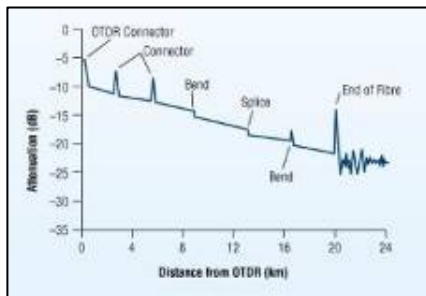


Touchstone Engineering staff are experienced in Fibre Optic system design and configuration, using either Single-mode or Multi-mode fibres.

The design of the system will address all aspects including route planning and nodes, signal losses and the use of either internal or external cabling. The system will be configured to ensure that adequate bandwidth is available in relation to the application.

We can also offer a wide range of Fibre Optic converters and multiplexers to handle Video, Data and Audio signals.

Our site based Engineering staff are also qualified in the installation and testing of complete Fibre Optic networks and are also fully trained to carry out splicing and jointing of Fibre Optic cables, using our own Fusion splicer.



Testing the Fibre Optic cable or network will be carried out by our own staff using either a multi-mode Fibre Optic light source and power meters or our own multi-mode OTDR test equipment.

Our installation Engineers are all trained to carry out OTDR testing on all types of Fibre Optic cable and a full printout of the test results is provided.

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System Integration

Touchstone Electronics is a leading provider of integrated electronic security systems, providing “state of the art” security solutions for a wide range of environments.



We specialise in the design, manufacture, supply, installation and maintenance of fully integrated systems for use in video, audio and data management applications

Many of the projects that we work on often require bespoke interfacing between new and existing systems. We have developed a good reputation for providing working solutions on a “one-off” basis, and this has contributed heavily to helping maintain our relationships with our customers.

As a result we have obtained a strong reputation as system integrators and our ability to provide fully “integrated” systems and solutions is one of our strongest assets.

We can also provide custom-engineered solutions using the latest technology with highly advanced control suites, specialist software, multi-channel video switching, and fibre optic or microwave transmission.

In addition, we can design a wide range of interface and control systems, using the latest embedded computer technology and our Engineers are trained to design and install systems using copper cable, fibre optics and microwave. They are fully conversant with all current methods and regulations relating to CCTV, Access Control, Fibre Optics, Public Address and Information Display installations.



Our R&D Department continuously monitors and appraises new developments within our industry. By maintaining our awareness of the latest technology, we can continue to provide customised solutions capable of integrating with a wide range of technologies.

Dedicated project management is provided for every project, ensuring complete co-ordination of all related trades. Projects can also be managed under CDM, with Touchstone acting as Principle Contractor where required.

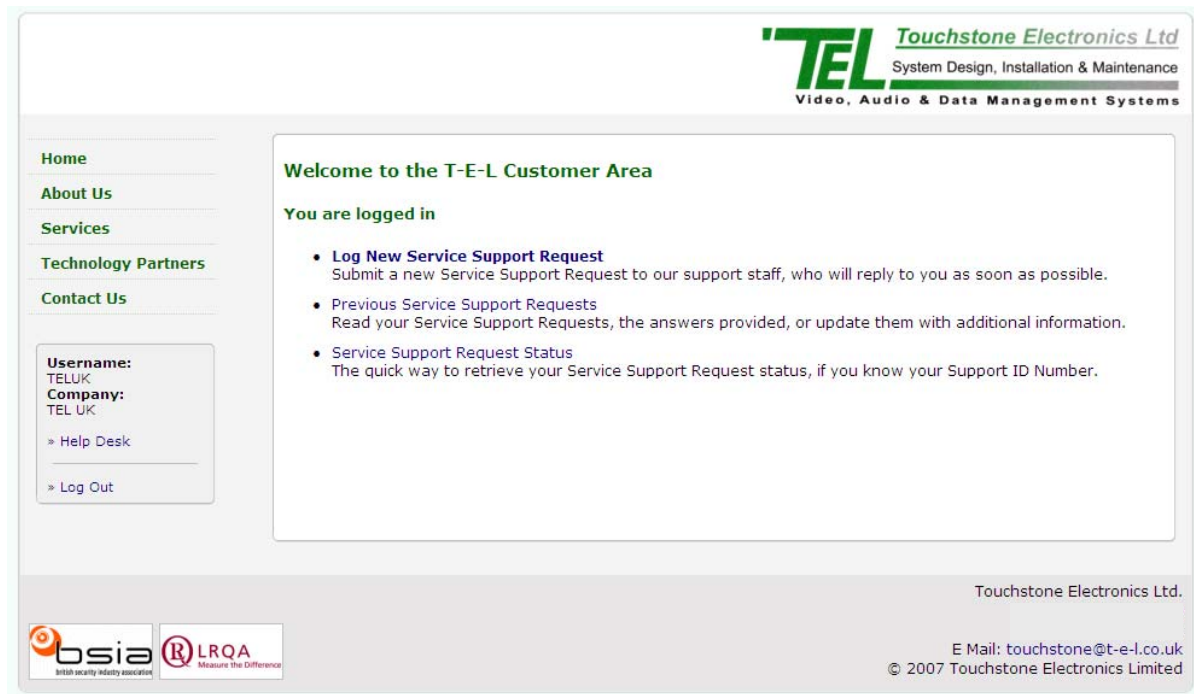
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Service & Maintenance

We currently provide a number of service and maintenance support contracts to a broad range of high-profile blue chip and public sector customers in the UK. All our service level agreements are tailored to suit the individual requirements of each customer and we are able to offer a 24/7/365 emergency call-out facility with response times ranging from 4 hours to next working day.



We also provide a customer login area on our website which allows customers to access our help desk to log faults or request service visits on a 24/7/365 basis.



We can also provide maintenance contracts to support not only systems installed by Touchstone, but also systems that have been installed by others.

Touchstone service Engineers are available around the clock, to provide either technical support by telephone or to attend site as required.

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Section 3 – Customers

Key Customers

Our key customers include the following organisations:



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Section 4 – Suppliers

Key Suppliers

Our key suppliers include the following organisations:

Panasonic



BEWATOR



NICE



JVC

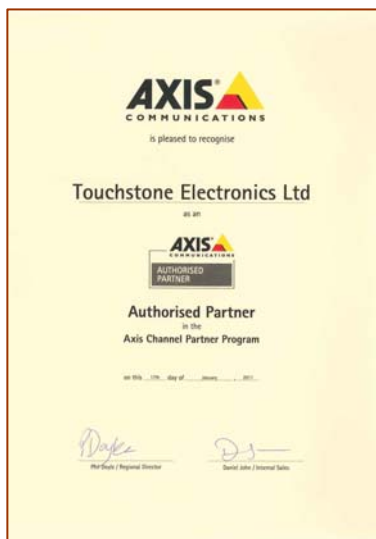


SONY

PELCO

COMMEND

We have attained Approved Installer or Authorised Partner status with the following manufactures:



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Section 5 – Offices, Facilities & Resources

Offices & Locations

Touchstone Electronics currently operates from numerous locations within the UK and we have permanent offices at Heathrow, Gatwick and Bicester. The business activities carried out at each office, and the facilities available, are detailed below.

Heathrow Office



4,100²ft of office space from where we provide Sales, Project Management, Purchasing, Engineering, Service & CAD. Approximately 2,500²ft of our Heathrow facility is dedicated to Engineering, including workshop & stores. We also have a fully equipped training & product demonstration facility.

Touchstone Electronics Ltd, Unit 12, Poyle 14,
Newlands Drive, COLNBROOK, Slough SL3 0DX
Tel: 01753 685237 - Fax: 01753 689042

Gatwick Office



1,540²ft of office space from where we provide Sales, Project Management, Engineering & CAD. Approximately 900²ft of our Gatwick facility is dedicated to Engineering, including workshop and stores.

Touchstone Electronics Ltd
Unit 2, Lloyds Court, Manor Royal
County Oak, CRAWLEY, West Sussex RH10 9QU
Tel: 01293 530505 - Fax: 01293 689042

Bicester Office



1,050²ft of office space located in Bicester from where we undertake Sales & Marketing, Accounts, Resources & Admin activities.

Touchstone Electronics Ltd
Commerce House
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We also provide dedicated on-site engineering and service support as managed services contracts for Luton & Cardiff Airports.



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Staff Vetting, Qualifications & Training

The majority of our operational staff are:

- Fully Vetted and CRC'ed through Disclosure Scotland.



- Security Cleared & hold Full RZ Passes for the UK's major airports



A number of our staff are also CTC - (Counter Terrorist Checked).



The trade and professional qualifications held by our employees include:

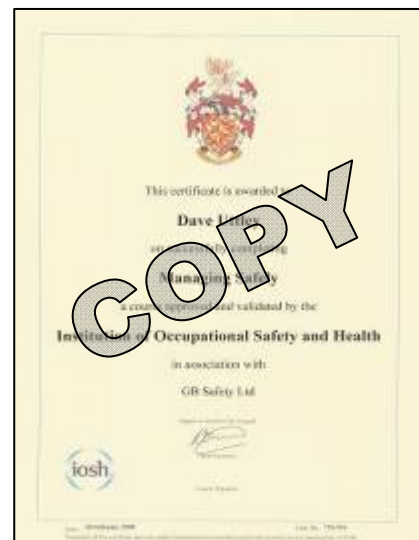
	Number of Staff
BSc (Honours) in Electrical & Electronic Engineering	3
BEng (Honours) in Electrical & Electronic Engineering	3
HND in Electronics	1
HNC in Electronics	3
City & Guilds in Electronics	9
BTEC Levels 1, 2 & 3 in CCTV & CCTV Maintenance	13

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All Touchstone site engineers have successfully completed IPAF & PASMA training and are CSCS registered.



A number of our staff also hold IOSH qualifications in Managing Safety



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Vehicles & Plant

Our fleet of Company vehicles includes a number of standard saloon and estate cars along with a fully liveried range of vehicles as shown below:



We also own a comprehensive range of plant and access equipment.



**120 /
TMC34**
**Working height:
12.33m / 40' 5"**
**Outreach:
5m / 16' 6"**
**Weight:
1180kg / 2552lbs**

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Approvals & Trade Body Memberships



Contractors Health and Safety Assessment Scheme