

Glasgow City Shopwatch Radio Link Scheme



"I have worked with Apex Radio Systems Ltd for over 3 years regarding the Retail Radio Link that we operate within Glasgow City Centre.

Initially the link was set up using Analogue technology and although it was successful to a degree communications between the retailers was not always felt to be of a good enough standard to combat / reduce retail crime.

Early in 2009 we decided to look at moving over to Digital technology. Although we had regular meetings with Apex to discuss the transfer the majority of the actual work and organisation was carried out by Apex. In June 2009 we officially transferred over to the digital network with a launch at Strathclyde Police Headquarters. The launch and transfer was extremely well organised by Apex and indeed all users were transferred over from the analogue to the digital system in one day.

The digital system now provides a very high quality service to the retailers within the City Centre. Their comments regarding the new digital frequency are 100% positive with communications now crisp and clear no matter what layout a business may have.

GCSS and the retailers feel that it is an invaluable service in combating retail crime. The network is constantly growing as the word spreads. Indeed we know from Police statistics that the shops that are not currently part of the network are being targeted.

We also have a process agreed with Apex regarding new customers signing up for the network whereby those requesting to join find that once they have completed the required paperwork the radio equipment is delivered to them usually with 2 / 3 working days.

We have also found that the quality of the equipment that Apex supply to be excellent. The radios also have excellent features such as emergency buttons, silent emergency button and a silent suspect package button. All radios are not only linked to everyone else on the retail network but also to our CCTV Command Centre who can assist with the CCTV recording of an incident and police assistance with each radio having its own individual identification.

The software used within each radio is also secure and therefore with this safeguard and the fact that we have a rental only policy means that we know exactly who is on the system at any one time.

Overall we are very satisfied with the equipment and level of service we receive from Apex indeed we are now working with Apex to implement an extension to the digital service covering all the nighttime venues such as Pubs, Clubs and Hotels.

Please let me know if you would like further information regarding our partnership with Apex Radio Systems Ltd."

**Alan Ritchie - Business Liaison Officer
Glasgow Community & Safety Services**

Contact one of our helpful team
Monday to Friday 8.30am to 5.00pm

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Or order online anytime

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