



Wireless Connect

The Mobile Coverage Solution Specialists



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What we do

OUR SERVICES

The complexities of connectivity in a commercial environment can be challenging. Consistent mobile reception is essential for efficient operations and ensuring a safe environment. However, many commercial properties face the persistent issue of weak signals.

This challenge can arise from various factors, including the distance from the nearest mobile tower, obstructions from large structures, or building materials that hinder signal penetration. The result is the same: compromised mobile functionality can impact communication reliability in critical moments.

At Wireless Connect, we offer a comprehensive range of services across multiple sectors, all centered on improving mobile wireless connectivity. Leveraging the expertise of our experienced staff and a well-established contractor network, we provide total turnkey solutions for project delivery Nationwide.



Site Surveys and Assessments

Thorough evaluations to identify signal strengths and areas for improvement.



Design and Engineering

Custom solutions tailored to meet the specific needs of each site.



Installation and Integration

Professional installation of mobile repeater systems.



Remote Monitoring

24/7 remote monitoring capabilities to maintain system efficiency and address issues proactively.

About



Established in 1999, Wireless Connect is a 100% Australian-owned and operated company, staffed by professionally qualified experts from telecommunications and data backgrounds. Over the years, we have become an integral part of the telecommunications and infrastructure industry in Australia, renowned for our commitment to excellence and innovation.

Wireless Connect is Nextivity Accredited and Cel-Fi Certified to qualify, design, install and commission. We are Local Government approved contractors and members of the Master Cablers Association and NAWIC.



OUR VALUES



Competence



Transparency



Efficiency

Our Process

1

CONSULTATION

Our consultation process is designed to **comprehensively understand customer requirements** and expectations while facilitating detailed budget discussions.

During this phase, we review any available site floorplans to develop accurate project cost estimates and outline the process for execution.

2

SITE SURVEY

Our site survey process is comprehensive, covering all aspects necessary for the successful installation of mobile phone repeater systems. This includes:

- **Assessment of Existing Signals:** We evaluate the existing signals of all carriers on-site.
- **Available Donor Signals:** Identification of available donor signals.
- **Cable Pathways and Equipment Locations:** Detailed mapping of cable pathways and equipment locations to facilitate design.

The survey results are presented in an easy-to-understand, color-coded format, clearly indicating where signal issues are present within your complex and which carriers are affected.

3

QUOTE

Transparency is key at this stage. After the site survey, we provide a detailed quote outlining the scope, timeline, and costs. There are no hidden fees or surprises, just a clear road map for improving your mobile connectivity.

4

DELIVERY

Our technicians **work efficiently** to complete the job with minimal disruption to your daily operations, adhering to strict Workplace Health and Safety (WHS) standards.

By following this structured approach, we ensure that you receive a mobile connectivity solution that is not only effective but also tailored to your unique needs and challenges, all while maintaining a safe working environment for both our team and your staff.

Wireless Care Cel-Fi Monitoring

Ensure your
business remains
connected with
Wireless Care.

No lock in contracts.

Why Choose Wireless Care?

EXPERTISE	Our team has extensive experience in Cel-Fi wireless network management.
RELIABILITY	Continuous monitoring and proactive management ensure your network remains stable and efficient, providing optimum performance.
SUPPORT	Quick and effective diagnosis of any issues, minimising downtime and disruptions.
VALUE	Competitive pricing that provides comprehensive monitoring. All system updates are performed seamlessly and included in the monitoring package.


Monitoring System Thresholds and Alarms

- **Signal Quality and Strength:** Ensuring optimal performance by monitoring the acceptable thresholds for signal quality and strength.
- **Weak Signal:** Immediate alerts when the signal drops below acceptable levels.
- **Excessive Signal:** Adjustments made if the signal strength is too high, which can interfere with performance.
- **Device Offline:** Instant notifications if any device goes offline.
- **Overheating:** Alerts if devices are at risk of overheating, preventing potential damage.

Managing System Thresholds and Alarms

- **Proactive Management:** Upon receiving an alert, we take immediate action to resolve the issue. This may include adjusting settings, resetting devices, and conducting diagnostics.
- **Contacting Customers:** We will promptly inform you of any issues and the steps we are taking to resolve them.
- **Tower Works Monitoring:** As part of diagnosis, we will check for ongoing cell tower maintenance or upgrades that might be affecting your service.

Wireless Care Monitoring is invoiced annually.



Finance your purchase

Using finance options for technology purchases can offer several benefits:

- 1 Preserve Cash Flow:** Finance options allow you to spread out the cost of technology purchases over time, preserving your cash flow. This can be especially useful for businesses managing their capital expenditures.
- 2 Access to Better Equipment:** Financing can enable you to afford higher-quality or more advanced technology than you could purchase outright with available funds. This is particularly advantageous in industries where staying current with technology is crucial for competitiveness and safety.
- 3 Tax Benefits:** In some cases, financing technology purchases can offer tax advantages. For businesses, certain financing arrangements may be tax-deductible, helping to lower the overall cost of the equipment. Investment in Cel-Fi technology may be tax-deductible.
- 4 Flexible Payment Options:** Many finance plans offer flexible payment terms, such as monthly or quarterly instalments, which can be tailored to match your cash flow cycles or project timelines.
- 5 Budget Management:** Financing allows you to budget more effectively by knowing exactly what your monthly payments will be, making it easier to plan and manage your finances over the term of the agreement.
- 6 Build Credit:** Responsible use of financing options can help build or improve your credit score, which can be beneficial for future borrowing needs or business credit ratings.
- 7 Quick Approval:** Depending on the lender and the amount, financing for technology purchases can often be approved quickly, allowing you to acquire the equipment you need without delays.

Wireless Connect
has an existing referral program
with a qualified finance broker
that offers multiple lender options.

Before choosing a finance option, it's important to compare terms and conditions from different providers to ensure you're getting the best deal for your specific situation.

Aged Care

Client Overview

One of the largest national providers in the Aged Care sector operates one of its Villages in regional NSW. This facility is dedicated to offering compassionate and comprehensive care to the elderly, ensuring a comfortable and supportive environment. As part of its commitment to excellence, the Village strives to provide facilities that are not only comfortable but also well-equipped with modern amenities and technologies.

The Challenge

A significant issue was impacting the daily operations and overall experience of residents, staff, and visitors: poor mobile phone reception throughout the facility.

The Process

Wireless Connect was approached to find a solution to this problem. The process began with an in-depth site survey to understand the layout and specific connectivity needs of the facility. This was followed by a detailed quote, laying out the design of the proposed solution and associated costs.

The Duration

The project was completed within a four-week timeframe, ensuring minimal disruption to the facility's operations.

The Solution

The chosen solution was the installation of multiple Cel-fi G41 Hybrid Head Ends, strategically placed throughout the building and connected via a Distributed Antenna System (DAS) cabling network.

This setup was designed to provide comprehensive coverage across the entire complex.

The Cel-fi G41 system was selected for its effectiveness in covering large areas and its ability to provide a strong and consistent signal throughout the facility. This solution was deemed the most efficient and cost-effective way to address the widespread connectivity issues.

Wireless Connect has installed over 100 Cel-Fi G41 systems in the Aged Care Sector.

The Outcome

The implementation of the Cel-fi G41 system led to a complete transformation in mobile connectivity. Full coverage was achieved throughout the entire complex, including critical back-of-house areas. This enhancement significantly improved communication capabilities, contributing positively to the operational efficiency of the staff and the overall experience of residents and visitors.

This case study demonstrates Wireless Connect's ability to deliver effective connectivity solutions in complex environments like aged care facilities. By understanding the unique challenges faced by their clients and implementing an appropriate technological solution, Wireless Connect played an essential role in enhancing the quality of care and communication within the facility.

Are you experiencing similar connectivity challenges in your aged care facility or other complex environments? Reach out to Wireless Connect for a customised solution that ensures seamless mobile communication, enhancing the experience for everyone involved.

Retail

Client Overview

A vibrant shopping destination in Western Sydney, known for its diverse range of high-quality products and services. Its mission is to provide an exceptional shopping experience. The Centre is easily accessible by car and public transport, catering to the needs of the community.

The Challenge

Despite its popularity and comprehensive offerings, this retail outlet faced a significant challenge: tenants were unable to process customer transactions effectively due to poor mobile signal reception, and customers frequently missed calls while shopping. This issue was impacting the operational efficiency of the tenants and the overall shopping experience, potentially affecting customer satisfaction and business success.

The Process

In response to this pressing issue, Wireless Connect conducted an on-site signal test to assess the extent of the connectivity problems. This was followed by a detailed site survey, which provided a clear understanding of the specific needs of the centre, culminating in a comprehensive quote for the proposed solution.

The Duration

The project was efficiently completed within two weeks, ensuring minimal disruption to the centres' operations and customer experience.

The Solution

Wireless Connect implemented a Telstra and Optus Hybrid Head End system, complemented by

strategically placed distribution antennas throughout the centre. This solution was designed to enhance signal reception for all tenants, ensuring reliable connectivity for their business transactions.

Why This Solution?

The Hybrid head-end system for Telstra and Optus was chosen as the most economical way to extend coverage to these networks. This approach provided a comprehensive solution that catered to the needs of all tenants without incurring excessive costs.

The Outcome

The installation of the Hybrid head-end system led to a complete resolution of the connectivity issues. Tenants were able to conduct their business without interruption, leading to an immediate cessation of customer complaints regarding mobile reception. This improvement significantly enhanced the operational efficiency of the tenants and improved the shopping experience for customers.

This project shows how Wireless Connect can deliver effective and economical connectivity solutions in complex retail environments. By conducting thorough on-site surveys a suitable solution was designed and implemented. Wireless Connect ensured enhanced communication capabilities, contributing to the success of the tenants and the satisfaction of customers.

Are you experiencing similar connectivity challenges in your retail centre or commercial property? Contact Wireless Connect for a customised solution that ensures seamless mobile communication for tenants and customers alike.

5G Connectivity in Manufacturing

Client Overview

A well known manufacturing business with over fifty years in business, has a Silverwater facility, which is a combination of office space, production and warehousing.

The Challenge

Despite their success, the client faced a significant hurdle: inconsistent mobile service and slow internet connectivity. This issue was particularly pressing as their operations heavily depended on effective communication and timely data transfer, as all of the staff needed to use cellular data. The existing mobile connectivity setup was proving to be a bottleneck in their otherwise efficient operation.

The Process

Wireless Connect approached the problem with a systematic process:

- **Desktop Survey:** Initial assessment to understand the specific needs and existing infrastructure.
- **Site Survey and Signal Test:** A thorough on-site evaluation to gauge the extent of connectivity issues.
- **Quote and Installation:** A clear, concise proposal followed by swift installation.
- **Product Chosen:** Cel-Fi G51, a 5G solution through Telstra, was selected for its capability to meet the client's specific requirements.

The Duration

It took three weeks from initial contact to final approval and implementation in total.

The installation took one day.

The Solution

The solution chosen was the Cel-Fi G51, a state-of-the-art 5G repeater through Telstra. This product was selected for its ability to provide the required 5G coverage, ensuring seamless connectivity for their operations.

The Outcome

The implementation of the Cel-Fi G51 transformed the clients connectivity experience. The client reported complete satisfaction with the new system, the 5G solution exceeded their requirements, and their staff could now efficiently use their mobile phones without any connectivity issues. Here is a breakdown of what was achieved after boosting its site's connectivity:

- **Client Satisfaction:** Customer expressed high satisfaction with the implemented solution.
- **5G Approval:** The solution received approval for its effectiveness in enhancing 5G coverage.

This case study highlights Wireless Connect's ability to deliver tailored, effective solutions swiftly and efficiently. By understanding the unique needs of their clients and implementing cutting-edge technology, Wireless Connect ensures that businesses can operate at their full potential, unhindered by connectivity issues.

Are you facing similar connectivity challenges in your business? Don't let poor mobile signals hinder your operational efficiency. Contact Wireless Connect today for a customised solution that fits your unique needs, ensuring your business stays connected and competitive.

Blacktown City Council Underground Carpark

Client Overview

Blacktown City Council constructed a new four-level underground carpark primarily for the convenience of train commuters and local shoppers. The primary challenge was to ensure seamless mobile communications from the outside environment into the carpark, enhancing safety for patrons, enabling parking meters and electric car charging stations to function efficiently and allowing facilities managers and security staff to perform their daily tasks professionally.

The Process

Wireless Connect conducted a comprehensive site survey to identify problem spots and assess the viability of donor signals from the rooftop for all major telecommunication providers. Construction drawings were produced to guide the professional installation of a viable solution.

Implementation

It was important to the Council that the project be completed with minimal disruption to the daily operations of the carpark. The project was implemented over two weeks, with sensible work crew scheduling and the engagement of traffic/pedestrian management professionals, by implementing effective work health and safety (WHS) procedures to ensure a safe and productive work environment for the safety of both workers and users of the carpark.

High gain donor antennas were placed on the rooftop to collect quality signals from Telstra, Optus, and Vodafone. These signals were connected to a hybrid head-end repeater

system installed in the building's communications room. From there, branch cabling was installed throughout the carpark to provide full coverage, including security and maintenance areas, as well as all carpark pay stations.

The Solution

The Hybrid head-end system for Telstra and Optus & Vodafone was chosen as the most economical way to extend coverage to these networks. This comprehensive approach catered to the needs of all users without incurring excessive costs. The high gain donor antennas on the rooftop ensured quality signal reception, which was then amplified and distributed throughout the carpark.

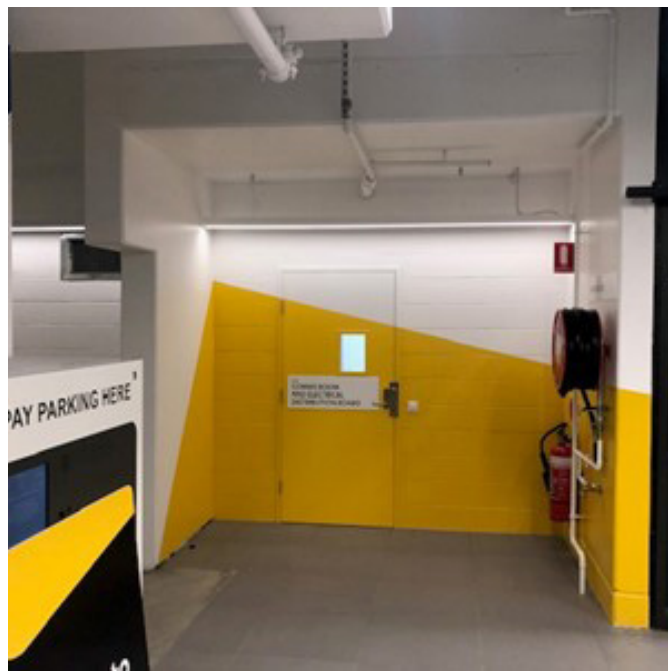


The case study continues on the next page →

CASE STUDY #4: BLACKTOWN CITY COUNCIL UNDERGROUND CARPARK

The Outcome

The installation of the Hybrid head-end system successfully resolved the connectivity issues. Facility managers and patrons were able to use their mobile devices without interruption, and customer complaints regarding mobile reception ceased immediately. This improvement significantly enhanced the operational efficiency of the facility and improved the experience for visitors. A full set of "As Built" plans and post-test results were provided to validate the system's performance and for maintenance purposes, ensuring continued reliability.



This project demonstrates how Wireless Connect can deliver effective and economical connectivity solutions in complex environments. By conducting thorough on-site surveys and designing a suitable solution, Wireless Connect ensured enhanced communication capabilities, contributing to the success of the facility and the satisfaction of its users. The project highlighted the importance of reliable mobile communication systems in modern infrastructure, ensuring safety, efficiency, and customer satisfaction in a busy urban environment. In a safe and professional manner.



Komatsu Warehouse

Client Overview

Komatsu is an industry-leading manufacturer and supplier of construction equipment, technologies, and services catering to the construction, forklift, mining, industrial, and forestry markets. With over a century of experience, their equipment and services have been instrumental for companies worldwide in developing modern infrastructure, extracting essential minerals, maintaining forests, and creating technology and consumer products. Komatsu boasts a robust global service and distributor network, supporting customer operations by leveraging data and technology to enhance safety and productivity while optimising performance.

The Challenge

Komatsu recently established a large parts distribution centre on the outskirts of Melbourne, housed in a state-of-the-art warehouse and office complex spanning over 20,000 square metres. Despite its advanced warehouse robotics and material handling systems, the facility suffers from poor mobile coverage throughout the complex. This issue is primarily due to the distance from any nearby mobile towers and the material structure of the warehouse, which together hinder effective mobile signal penetration, impacting communication and operational efficiency.

The Process

After the initial consultation, a site survey was arranged to clearly identify the areas with connectivity issues and to verify the quality of the donor signal from a nearby mobile tower. This step was crucial to understand the extent of the signal challenges within the facility and to ensure that the existing signal strength was adequate for addressing the coverage problems.

The Solution

Wireless Connect installed two Telstra head-end systems to address the mobile coverage issues at the facility. One system was dedicated to providing coverage for the warehouse and loading zone areas, while the other system was focused on the two-level office areas. This strategic installation ensured comprehensive and reliable mobile coverage throughout the entire complex, significantly enhancing communication and operational efficiency.

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Competence • Transparency • Efficiency

Australia Wide Connectivity Enhancing Services

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• **Contact us for more information on how to get connected** •

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