



Press Release

Private Mobile Network Provides Cost Efficient Site-Wide Communications for Major Manufacturer

~ Saint-Gobain Glass avoids patchy coverage issues by deploying private GSM technology ~

North Yorkshire, UK – 2nd December 2008 – Private Mobile Networks Ltd, the UK provider of private GSM network technology, today announced that Saint-Gobain Glass has successfully deployed its solution at the company's North Yorkshire manufacturing and warehousing facility.

"The deployment of a Private Mobile Network as a DECT replacement solution using standard mobile handsets has been highly successful, removing the major issues we had previously experienced with patchy coverage around the site," commented Steve Laithwaite, IT Support Manager, Saint-Gobain Glass UK.

Coverage has increased, from 50-60% achieved with DECT, to almost 100% coverage across all parts of the site. This has been achieved using just 8 BTS (Base Transceiver Station) units compared to the 17 base stations previously required for the DECT installation.

According to Laithwaite, "User acceptance of the PMN solution has been excellent. As they are now confident that their phone will work across the site and provide a reliable and clear connection, staff don't hesitate in carrying their phone around the site with them."

Since the PMN solution is based on standard GSM technology, a future option being considered by Saint-Gobain is to integrate the network with the plant control room, enabling relevant key staff to be immediately notified by SMS text message in the event of a plant alarm. Currently, it is the responsibility of control room staff to notify staff by telephone.

Many of the staff at the Saint-Gobain Glass facility move around the vast site in the course of carrying out their duties. Being able to communicate with colleagues quickly and efficiently is critical to the efficient running of the site which extends from the furnace through to the float line, laminating and coating lines as well as offices and extensive warehousing. Moreover, for an organisation that is very safety conscious, effective communication services on-site are seen as essential for staff welfare.

DECT (Digital Enhanced Cordless Telecommunications) handsets had been available but were often not carried around by staff as there was a high probability of them not working due to poor signal coverage and interference due to machinery, building infrastructure and other obstacles. The company therefore sought a more reliable solution.

The PMN installation integrates with the Saint-Gobain PBX, enabling calls to external destinations to be made from a mobile at the company's standard landline tariff while internal calls incur no call charges. Saint-Gobain opted to have the solution configured such that incoming calls ring at the employee's desk phone and mobile concurrently, enabling calls to be answered using either device.

A case study will be available shortly.

About Saint-Gobain Glass UK

SAINT-GOBAIN GLASS UK officially opened the group's first float glass manufacturing plant in the UK in April 2000. Built near Selby, North Yorkshire with an investment of some £65 million, the 650 tonne per day process plant is strategically located to manufacture and supply the UK and Ireland with clear float glass of the highest quality.

Saint-Gobain has a belief that everything is possible. This belief has led the company's growth and development since it was formed in 1665 to produce the glass for the Hall of Mirrors at Versailles.

Nowadays, the diverse range of glass types, functions and performance allow architects the freedom to be creative and original with glass design. Be it thermal insulation, acoustics, safety/security, self-cleaning or solar control, Saint-Gobain Glass has an extensive range of high performance solutions for the construction market.

About TeleWare Group Plc.

TeleWare develops and delivers software based products and services in a variety of ways to suit our differing target markets. The TeleWare Group consists of TeleWare Plc, TeleWare Hosted Services, TT Office Ltd and Private Mobile Networks Ltd.

TeleWare's applications provide business communications solutions for mobility, messaging and call management solutions. Unparalleled interoperability enables seamless integration with a wide range of PBX and application vendors. A commitment to open standards ensures flexibility, freedom and choice

TeleWare is a Microsoft gold partner, has certification for the quality standard ISO9001/2000 TickIT and has been awarded the Investors in People national standard for training and development of its employees to achieve its business goals. www.teleware.com

Private Mobile Networks (PMN)

Private Mobile Networks Ltd provides private GSM network solutions for deployment in remote sites, including use as DECT alternative for in building solutions and to provide fixed mobile convergence solutions to businesses. www.privatemobilenetworks.com

Press Enquiries, please contact:

Lesley Hansen, Group Marketing Director, TeleWare Plc
Telephone: +44 (0) 1845 521102
E-mail: lesley.hansen@teleware.com