



CSL provides critical connectivity to new markets

CSL is a Ready Business

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Vodafone Internet of Things underpins expansion of UK Fire & Security system leader

CSL invented integrated dual signalling back in 1996 and pioneered the move from wired to wireless technology in the electronic security industry. Today, its solutions protect over 350,000 premises throughout Europe. Working with Vodafone IoT the company is using its pedigree gained in the Fire & Security sector to move into new verticals where robust critical connectivity adds value to M2M/IoT applications.

The challenge

Becoming an IoT leader

Ed Heale is Managing Director of CSL. Like many business leaders, particularly those involved in the technology sector, he is enthusiastic about the company's prospects: "As a connectivity provider we are well placed to benefit from the transformation in the industry that IoT will bring."

In Heale's case the talk is backed up with hard facts. CSL holds a leadership position in providing critical connectivity for the Fire & Security sector; it supplies more than 2,800 inspectorate recognised alarm installers. The company is also a pioneer of machine-to-machine connectivity, and a long-term collaborator with Vodafone.

"We're at the moment where the Internet of Things (IoT) is becoming more clearly understood by the wider business community," says Heale. "Device costs and connectivity costs are coming down, and every industry should be thinking closely about how IoT might impact operations. We're about to see 10 years of unprecedented growth in connected devices."

For CSL the opportunity lies in broadening from its base in Fire & Security into what Heale terms 'critical connectivity'. "We want to be a full service IoT company."

“Scale, resilience of the network, reputation... it always helps to have experts working together. It's crucial we work with other market leaders like Vodafone.”

Ed Heale,
Managing Director, CSL

The solution

A platform from which to grow

CSL became a Vodafone partner in 1996. Heale says the factors that led the business to Vodafone twenty years ago still apply today: "Scale, resilience of the network, reputation... it always helps to have experts working together. It's crucial we work with other market leaders like Vodafone."

CSL is now one of the UK's largest users of the Vodafone Managed IoT Connectivity Platform. All of its M2M/IoT connectivity services are powered and underpinned by its own Gemini Platform infrastructure, which has been designed with full resilience and diversity at every point. It has around 400,000 devices in the market using Vodafone's managed connectivity service, and is adding 6,000 a month. More than 90% of these connections are focused on the Fire & Security market, from hospitals to high street retailers to private homes.

The Vodafone platform allows CSL to manage all connectivity from a single point, while providing customers with a portal to view status in real-time. It ensures cost consistency as the business grows and the option to expand internationally using the same connectivity. But the primary benefit is the stability of the network and connectivity.

"This is the kind of market we have operated in for years: regulated, standards-driven, where connectivity is critical," says Heale. "The network is vital. As a business, we're set up to ensure that a signal will always go through."





We operate in a regulated, standards-driven market where connectivity is critical. The network is vital. As a business, working with Vodafone, we're set up to ensure that a signal will always go through.



Ed Heale, Managing Director, CSL

The future

Creating a compelling case for IoT

Of the 6,000 new connections being added each month, one third is going into CSL's second area of focus: Health.

Telecare has a requirement to move to the digital age, explains Heale, as 99% of existing telecare solutions rely on a single telephone line as the emergency communication path. If the line is in use during an emergency or fails completely, residents would be left vulnerable, isolated and alarms would not be delivered to the monitoring centre.

DualCom SafeLink, using the Vodafone Managed IoT Connectivity Platform, is the first product to deliver wireless failover technology to the telecare market. It was designed to provide a secure wireless backup communication route which will signal an alarm to the monitoring centre in the event of the telephone line not being available. This ensures that residents always have a working line of communication to send emergency signals.

"Clearly this is classed as 'critical connectivity'," says Heale. "Critical can mean different things for different businesses. For some businesses, critical means ensuring an alarm always gets monitored, for others is about the need for real-time information to enable them to be more competitive or efficient, whether that is ensuring vending machines are always well stocked or ATMs never run out of cash."

Heale says the task for CSL is to build out its skills as it grows, and create a compelling business case for IoT for new industries: "We can build a compelling use-case for each market – finance, retail, utilities. Right now, we have an educational role to play in the wider IoT market, to help businesses understand the opportunity that exists for them."

The bottom line

- Robust connectivity managed from a single platform, with price consistency and remote access for customers
- Long-established partnership with Vodafone adds value to CSL brand
- Provides the scale to grow, adding 6,000 connections each month and expansion into Europe

About CSL

- End-to-end connectivity solutions provider, founded in 1996
- Vodafone partner since 1996
- Approximately 400,000 connections currently live, with 6,000 being added each month
- www.csldual.com

vodafone.com/iot

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