



**Derek Maltby**  
Managing Director  
Global MSC Security

Sutton Yard  
Sutton Hill Road  
Bishop Sutton  
Bristol  
BS39 5UR

Richard Ward-Jones  
Project Manager

South Wales Traffic  
Management Centre  
M4 Junction 32  
Coryton  
Cardiff  
CF14 7EF

Tuesday, 27 May 2014

**Letter of Reference**

Dear Global MSC Security,

WTTC (Amey) appointed Global MSC in January 2013 for support with the upgrade of the existing Welsh Motorway & Trunk Road Network CCTV system, from analogue to IP. This complex project involved the production of a detailed and comprehensive User / Operational Requirement Specification and engagement with multiple stakeholders in order to understand the current interfaces between their respective systems and to ensure the appropriate capture of all stakeholder requirements. Global MSC's technical support and knowledge was crucial in the design of appropriate interfaces between various 3rd party systems and the new All Wales CCTV system. As a result of their input during the production of the requirement specification, Global MSC were invited to form part of the tender assessment panel and played a key role in ensuring compliance, a fit for purpose system and deriving maximum value in the procurement phase.

WTTC have continued to engage with Global MSC as the project has progressed, coming to trust and rely on their technical support and input as part of the design, installation and testing phases of the new back office system. Without a doubt, they've spotted risks as the scheme has developed and worked with us to mitigate these before they've grown and become a reality.

When it comes to CCTV, I've not come across another organisation who come close to providing the same breadth of expertise as Global MSC can; whether that's knowledge of the latest developments in the CCTV market, guidance on designing, procuring and installing a system or getting more from an existing legacy system. I'll certainly be continuing to work with them as our CCTV system evolves into the future and I'd have absolutely no hesitation in recommending Global MSC to anyone else who has a need for any advice or support where CCTV is concerned.

Yours Sincerely

Richard Ward-Jones  
Project Manager  
For and on behalf of Amey plc

Direct line: +44(0)2920 629 445  
Mobile: +44(0)7801 988 608  
Email: [Richard.Ward-Jones@amey.co.uk](mailto:Richard.Ward-Jones@amey.co.uk)