



NATIONAL AIRLINE MIGRATES TO MOTOTRBO™ CAPACITY PLUS

SECURE, RELIABLE AND MISSION-CRITICAL COMMUNICATIONS DELIVER IMPROVED PRODUCTIVITY, EFFICIENCY AND SAFETY



AIR MAURITIUS LTD

Air Mauritius Ltd was incorporated in 1967, a few months before the country became independent. Over the following decades, Air Mauritius has carved out a key role as the national airline of Mauritius, providing air connectivity that has been crucial for the development of the island. The airline is headquartered in Port Louis, with its hub based at Sir Seewoosagur Ramgoolam (SSR) International Airport. Air Mauritius flies directly to 12 destinations, offers more than 70 destinations through partner airlines and currently has over 2,300 employees.

CHALLENGE

Air Mauritius had previously been using the island-wide Motorola Solutions MPT1327 analogue trunking system that ATCOMM deployed in 2003. Indeed, the airline was the first company to start communicating over this network and still uses it in their staff transport vehicles. However, a new passenger terminal was built at the airport to accommodate the increase in traffic and most operations shifted to this significantly larger, new building. For Air Mauritius, this airport expansion meant more employees, more radio users, more group calls (the number of talk groups increased from 10 to 33) and, most importantly, an extended radio transmission range.

Air Mauritius therefore decided to upgrade to its own modern digital system, which could afford enhanced functionality and scalability as well as, most importantly, delivering robust and reliable communications within all areas of the new building and between the two terminals. Its long-term partner, ATCOMM, proposed a MOTOTRBO Capacity Plus Multi-Site system to meet its requirements (the first network of its kind installed on Mauritius).

CUSTOMER PROFILE

Organisation:
Air Mauritius Ltd

Partner:
ATCOMM

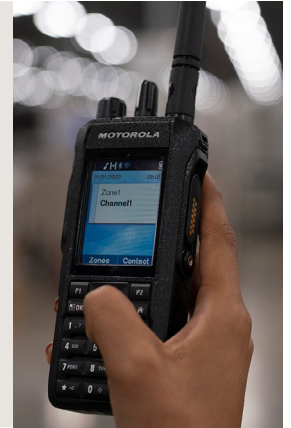
Industry:
Aviation

Motorola Solutions Products:

- MOTOTRBO Capacity Plus Multi-Site system comprising:
- MOTOTRBO SLR 5500 and DR3000 repeaters
- MOTOTRBO R7 portable radios with display and full keypad
- IMPRES™ 3200 mAh intrinsically safe HazLoc Li-Ion batteries
- DM4600 and DM4600e mobile radios
- IMPRES single unit and multi-unit chargers

“We are delighted with our new Capacity Plus system, which offers us robust coverage everywhere we need, both indoors and out. The audio quality is excellent and we love the new R7 radios, which are light and compact, but rugged and waterproof, with a large display and exceptional battery life. Plus, as they are HazLoc certified, we can use them safely out on the runways, which is a huge bonus, especially as the amazing noise-cancelling technology means our teams can hear and be heard, even if they are standing next to a plane starting up its engines. We also know that we can easily expand and develop the system moving forward. And ATCOMM is a knowledgeable and supportive partner.”

Thierry Yeung, Project Leader, Air Mauritius Ltd



SOLUTION

Air Mauritius decided to rent a system from ATCOMM, so ATCOMM is responsible for the annual on-site service, maintenance and any ongoing updates (such as software patches and firmware) and repairs. ATCOMM offers 24/7 technical assistance and carries a full fleet of all spare parts of the deployment, in case of any faults or general wear and tear. ATCOMM also provides any training needed.

Three repeaters, originally DR3000 repeaters but now being gradually replaced by SLR 5500 repeaters, were installed in each terminal. These ensure optimal coverage across all areas of the airport, both inside and to the outlying furthest reaches of the airfields and car parks. When the deployment was first installed, users were equipped with DP4800 and DP4800e portable radios; however, last year the airline was, again, fast to adopt new technology, being the first company on Mauritius to start using the MOTOTRBO R7 portable radios. The devices come with IMPRES HazLoc Li-Ion batteries, for best-in-class audio and battery life, and are UL TIA-4950 certified for use in hazardous locations. The radios are in a shared pool, used 24/7 on multiple shifts and are heavily used for voice communications. There are 33 talk groups and, although users usually just communicate within their group, they have the option to switch channels, if they need to talk to another group urgently. The talk groups include Cleaning, IT, Ramp Loading, Ramp Coordinator, Cabin Service, Cargo Hub, Cargo Handling, Emergency, Engineering, Flight Operations, Transport Control, Medi Care, Mobile Radio on Airfields, Passenger Service and Ground Operations.

Over thirty DM4600 and DM4600e mobile radios, meanwhile, are installed in certain vehicles and used by controllers to coordinate and manage the teams effectively, deploying members of staff to any incidents or sending call-to-all messages in an emergency, for example. Indeed, the system, with radios being the main form of communications for Air Mauritius at the airport, is mission-critical and,

as such, it is powered by the airport's main backup generators and batteries, to ensure it always remains operational. Moreover, the airport appreciates that Capacity Plus is a secure system that offers encryption to prevent eavesdropping plus Restricted Access to System subscriber access control and subscriber authentication to prevent unauthorised access to the system and to define the services available to each user.

Air Mauritius has also deployed R7 radios at the second airport on Mauritius, the Sir Gaëtan Duval Airport on Rodrigues Island, a tiny island about 560km east of the main island. These are used independently at this airport, in direct mode, to help coordinate workers for improved safety and operational efficiency.

BENEFIT

Vanisha Bappoo-Toocaram, Head of Sales and Marketing at ATCOMM, summarises: “Radio communication is mission-critical for Air Mauritius; and the rental service we offer really is a 24/7 service, so any issues can be dealt with immediately. The system is exceptionally reliable and Air Mauritius is really pleased with it. Users particularly love the new R7 radios and enhanced performance, extended battery life and exceptional audio quality they deliver, thanks to dual microphone noise cancellation and loud volume. The fact Air Mauritius has opted for the full keypad model with HazLoc IMPRES batteries gives additional benefits such as private calling, transmit interrupt, easy selection of user IDs from the menu and being able to use the radios safely on the tarmac.”

Radio communication is critical for Air Mauritius's operational efficiency at the airports, and the digital migration and improved coverage ensures employees are always connected, wherever they are on site. The Capacity Plus Multi-Site network also offers great scalability and functionality, now and into the future, as Air Mauritius requirements develop.

Benefits:

- Greater coverage to deliver robust communications across outlying airfields, inside the new terminal and between the terminals
- Improved audio quality, with R7 radios offering next-level noise cancelling and clarity
- Increased functionality, with features such as private calling and transmit interrupt
- HazLoc compliance for safe usage when airside
- Secure communications, with basic encryption, subscriber authentication and Subscriber Access Control (SAC)
- Increased team productivity, efficiency and safety, due to improved communications and effective coordination
- Reliability and availability of network, fully supported by ATCOMM
- Scalable, future-proof solution

