



LEADING RETAILER DEPLOYS A MOTOTRBO SYSTEM FOR FAILSAFE COMMUNICATIONS

AS PART OF AN UPDATED COUNTRY-WIDE SECURITY SOLUTION



CHALLENGE

The Hungarian branch of this leading European supermarket chain had been working with Fercom Systems Ltd for several years on an individual store basis. Fercom Systems is a long-term Motorola Solutions Partner, who specialises in providing security, military and law enforcement solutions to government, civil and private organisations. Previously, each store had its own individual security director, network and contracted security guards, who could be using a mixture of radios from various suppliers. In case of any incidents at a store, these would have to be notified to HQ manually, post event. However, to improve cross business real-time visibility, to reduce costs and to harmonise and effectively simplify systems, the supermarket decided to implement a centralised monitoring and dispatch hub at HQ. The new security system was to include a radio network, standardised radios and call recording for traceability. The supermarket needed a really reliable and stable communications network which could offer seamless, strong coverage throughout its stores. It approached Fercom Systems to work directly with its HQ and, following a successful trial, the supermarket has now deployed a full, centralised security system.

CUSTOMER PROFILE

Organisations:

European Supermarket Chain

Partner:

Fercom Systems Ltd

Industry:

Retail

Location:

Hungary

Motorola Solutions Products:

- SLR 1000 Repeaters
- MOTOTRBO DP1400 Portable Two-Way Radios
- MOTOTRBO DM1400 Mobile Two-Way Radios
- Accessories including batteries and chargers

Control Room Software:

- TRBOnet Enterprise

“Working in close collaboration with our own in-house team, Fercom Systems has designed and implemented an efficient, more sustainable monitoring system that meets our current and future needs. With regard to the radios and network specifically, we have harmonised our systems to MOTOTRBO technology, which is reliable and easy-to-use. It means we can now communicate efficiently and securely with the security teams at our stores across the country, to help them detect, investigate and respond to any incidents or threats in a timely fashion. TRBOnet’s call recording function also ensures we have full traceability, for evidence or training purposes. We are delighted with the system and are planning to extend the solution to other departments, such as bakeries.”

Supermarket Security IT and Technical Development Manager, Hungary



SOLUTION

As part of this project, the supermarket has deployed a MOTOTRBO network to provide nationwide connectivity between all its stores and its dispatch centre, based at its HQ. Every store now has its own SLR 1000 Repeater (with a back-up battery, in case of mains outage) independently connected to the dispatch centre at HQ; and each store manager has a MOTOTRBO DM1400 mobile radio to communicate directly with dispatch and with the in-store teams, who are equipped with MOTOTRBO DP1400 portable two-way radios. The main users are the security teams who work to protect the stores both during the day and out-of-hours; however other teams are also starting to use the radios, such as logistics staff managing truck and visitor arrivals. To date, two talk groups have been set up in each store, one for internal and external security and one for logistics teams. The DM1400 radios, meanwhile, have been programmed with an additional two channels so store managers can listen to all internal group calls being made across their store, as well as communicating with HQ.

There are five dispatch stations at the 24/7 central dispatch hub, from which staff monitor the radios via the TRBOnet Enterprise IP-based application. They also oversee the cameras and sensors, accessing real-time video footage so they can immediately alert radio users at the stores of any incidents; conversely, if a guard reports an issue, dispatchers can focus in on the camera covering that area of the store. Dispatchers can carry out call-to-all communications, in case of a country-wide emergency, for example and all calls, which

are made over encrypted channels for privacy and security, are recorded at HQ via TRBOnet Enterprise for traceability purposes. Dispatchers can also use the MOTOTRBO Remote Disable feature to remotely disable or re-enable radios, ensuring the prevention of unauthorised usage for example if a radio is lost or stolen.

BENEFIT

The state-of-the-art technology and evolutionary, centralised total solution have provided new opportunities. The MOTOTRBO system specifically has enabled more efficient workflows and reliable communications between the central dispatch office and the security services in the stores; this, in turn, is boosting security at the stores and helping to improve team efficiency and safety. The solution is now harmonised across the business and users enjoy the robust, easy-to-use radios and the intuitive GUI of TRBOnet Enterprise. The multi-layered encryption, meanwhile, ensures the network meets the supermarkets high security requirements.

This project will continue to develop; the supermarket is aware of the further functionality that the system could offer such as security features like emergency calling, Lone Worker and Man Down to help enhance protection for workers in the stores. It would also like to expand its radio fleet – initially with compact MOTOTRBO DP3661e models – and extend the solution to departments beyond security, for example to bakeries, to enhance operations and safety across their entire network of stores.

Benefits:

- The radio system is part of a successful, extensive, centralised security system
- Security teams now have reliable, secure PTT communications at all retail outlets across Hungary
- The MOTOTRBO radios are easy-to use, robust and offer clear audio and excellent battery life, to last long shifts
- Security at stores has improved, due to the new monitoring system, more effective communications and added traceability with call recording
- The multi-layered encryption ensures calls made over the MOTOTRBO network meet the supermarkets high security requirements
- There are opportunities for future expansion and development of the project to different business areas