COMMUNICATIONS SPECIALIST UPDATES REGIONAL NETWORK TO MOTOTRBO™ CAPACITY MAX

TO DELIVER HIGH-PERFORMANCE, NEXT GENERATION DIGITAL TRUNKING FOR ITS CUSTOMERS IN NORTH EAST ENGLAND

EEMITS COMMUNICATIONS

Eemits Communications Limited is based in Middlesbrough in the UK and has been trading for 30 years. Over that time it has grown into one of the UK's leading suppliers of two-way radio communications solutions and equipment, quadrupling in size since 2004. Eemits works closely with its customers to fully understand their current and future needs and to design and deliver individually tailored, economically viable, scalable, future-proof radio solutions.

Over recent years Eemits has been managing a region-wide analogue trunked MPT1327 radio network for clients across North East England, with land coverage stretching over approximately 5,000 km². However, Eemits is now migrating this system across to a MOTOTRBO Capacity Max network for its customers, who include local authorities, highway agencies, couriers, earth moving contractors, waste removal companies and an international fire services company, who are first responders for fire and safety to chemical manufacturing industries throughout the North East. The latter recently moved from its own WAN to Eemits' fully managed network, to save costs and time, so it can concentrate on its core business.

CUSTOMER PROFILE

Organisation:
Eemits Communications Ltd

Industry:
Communications

Location:
Middlesbrough, UK

Motorola Solutions Products:
- MOTOTRBO Capacity Max including DMR Tier III mode
- SLR 5500 Repeaters
- DP4801e Digital Portable Two-Way Radios
- DM4601e Digital Mobile Two-Way Radios
- MOTOTRBO Radio Management Customer Programming Software
- TRBOnet™ PLUS Control Room Solution app
- Motorola Solutions Service from the Start Comprehensive Coverage on all radios

MOTOROLA *SOLUTIONS*

eemits communications | 2-Way Radio Solutions
We're on your wavelength

> "When we looked at upgrading our network from analogue to digital, we had detailed discussions with all manufacturers who had DMR Tier III offerings. However, at the end of the day, only the MOTOTRBO Capacity Max system could deliver the high degree of functionality and resilience we need for our region-wide network and our multiple client bases. We now have the best infrastructure and hardware available on the market."
>
> Dr. Craig J. Matthews, Managing Director, Eemits Communications

CHALLENGE

Although the previous MPT1327 radio system supported PTT voice and basic data services, it lacked some of the enhanced functionality offered by digital radio systems. So Eemits had been closely watching new digital offerings coming onto the market. However, Eemits was not only looking for a network that could directly and seamlessly replace the analogue network for its established subscriber base – with its rich calling features and reliable coverage – but also one that could offer so much more in the way of applications, functionality and development; this would include features such as the potential to overlay business enterprise software applications across a wide area, over the air programming (OTAP) and regular firmware releases. In this way, Eemits would also be able to attract a new customer base.

Eemits decided on MOTOTRBO Capacity Max as the only system that could fully meet its requirements. Eemits' engineers then had the challenge of integrating the new Capacity Max system into their existing VPN IT network that supported their existing MTP1327 system linking its five hilltop repeater sites. As MOTOTRBO Capacity Max is connected using IP architecture it allowed the reuse of Eemit's existing VPN, rather than having to establish a whole new one. This minimised setup and on-going costs, and Eemits soon had its new digital system in place and operational.

SOLUTION

Eemits is in the process of migrating its customer base over to the Capacity Max system; customers in the extremities of the geographical range are already noticing enhanced coverage and clearer communications in these areas. Eemits is equipping (and training) its clients with individually configured DP4801e digital two-way portable radios and DM4601e digital two-way mobile radios, for mobile users and in-vehicle. This is to ensure its clients have exactly the handset they need now, but also the latest technology, such as integrated GPS, Wi-Fi and Bluetooth, with all the capacity of further applications, functionality and calling features they could require in the future. Clients' subscriptions to the Eemits network typically run over a 3- or 5-year period, in parallel with the fully comprehensive Service from the Start maintenance contracts on the radios that clients rent. Service from the Start provides peace of mind for businesses, as clients benefit from expert technical support and their hardware is covered against wear and tear and accidental damage.

Eemits itself hosts the TRBOnet PLUS software. As such, it can push a bespoke range of applications that have been carefully selected together with each client out to their subscriber radios via the cloud to maximise worker safety, efficiency or productivity, for example. Popular applications currently include lone worker, job ticketing and guard tour. The MOTOTRBO Radio Management Customer Programming Software for over-the-air programming for the installation, configuration and updating of software is also working very effectively and Eemits can overlay software applications across a wide geographical area. This saves time and costs for Eemits and also for the client, as they no longer have issues with on-site visits, closed IT systems or engineers calling in handsets, with the inevitable disruption to their business.

The Capacity Max system has built-in diagnostics and many layers of redundancy, so that no single failure can bring the system down, which is critical in Eemits' mission to provide uninterrupted service to its clients at all times. For extra security, Eemits has also installed spare servers and battery back-up for the SLR 5500 repeaters, in the unlikely event of power failure at the hill top sites.

BENEFIT

Eemits' new MOTORBO Capacity Max service offering has recently been registered as a trademark under TRBOcall™ and Eemits is now looking to attract even more clients to subscribe to its network. Thanks to the scalable Capacity Max technology, the system can grow beyond its current five sites and could even be expanded or new networks installed anywhere in the world - all still being managed centrally out of Eemits' offices in Middlesbrough if required.

Eemits is helping its clients understand how MOTOTRBO and TRBOcall can add value to their business. Craig Matthews explains: "We are currently spending time with our customers, showing them that our new Capacity Max offering is not just a simple PTT system for critical voice communications, but rather a multi-purpose tool, an enterprise business solution with applications and functionality, which can deliver so much more than they would have ever expected." Moreover, the fully managed service leaves subscribers to focus on their key business, whilst saving time and costs, knowing they can rely on an uninterrupted service; indeed, this continuity, thanks to the resilience of the Capacity Max architecture supported by Service from the Start on the radios, is key to TRBOcall's ongoing success.

Applications:
- Eemits provides a region-wide fully managed service to multiple customers throughout North East England: this deployment is the first multiple client, end-to-end managed, region-wide Capacity Max network of its kind anywhere in the world
- Clients use the radios for voice and data communications and to access software applications
- Eemits pushes agreed TRBOnet PLUS applications out to client radios from its offices
- Eemits uses Motorola software for OTAP (Over-the-air programming) to configure, update and overlay software applications across a wide area

Benefits:
- Eemits' subscribers enjoy uninterrupted service thanks to the resilience of the Capacity Max architecture and Service from the Start support on the hardware
- Clients benefit from a seamless migration from the previous analogue network and have been noticing the improved coverage and quality of communications with the Capacity Max System
- Fully managed, end-to-end service allows customers to focus on their key business
- Eemits devises innovative future-proof solutions for each of its customers
- Customers can now use their radios to manage workflows and track lone workers, for example, being able to choose from a wide range of applications which can maximise safety, efficiency and productivity
- The solution Eemits has devised is fully scalable and could be set up anywhere worldwide

For more information on MOTOTRBO and Capacity Max, please visit us on the web at www.motorolasolutions.com/MOTOTRBO or for information on TRBOcall visit www.eemits.co.uk/TRBOcall

MOTOROLA SOLUTIONS