



FOOTBALL STADIUM UPGRADES TO A MOTOROLA SOLUTIONS DIMETRA™ EXPRESS TETRA SYSTEM

FOR EASE OF INSTALLATION, HIGHER PERFORMANCE AND EXTENDED COVERAGE



FOOTBALL STADIUM IN GERMANY

This stadium is home to a large German football club and also hosts numerous events and conferences in its well-equipped meeting rooms. In addition, the stadium is open daily for individual and group tours.

Klein-Tec is a well established two-way radio seller who has been working with Motorola Solutions for over twenty years and is responsible for radio communications in the stadium. In close collaboration with SEAMCOM, one of Motorola Solutions' largest distributors in EMEA, Klein-Tec recommended Motorola Solutions' DIMETRA™ Express MTS4 TETRA system. The system was deployed quickly, with the existing radio fleet working seamlessly on the new network without the need for reprogramming. DIMETRA Express is now providing excellent, reliable communications across the stadium on match days, but also 24/7 for security, conferences, meetings and stadium visits.

CUSTOMER PROFILE

Organisation:
Football Stadium

Partners:

- Distributor: SEAMCOM GmbH & Co. KG
- Reseller & Network Management: Klein-Tec

Industry:
Sports & Leisure

Location:
Germany

Motorola Solutions Products:

- DIMETRA Express MTS4 TETRA system
- A range of circa 250 Motorola Solutions TETRA radios, including ST7000 small TETRA radios
- DIMETRA Express Web-based Dispatch Console
- DIMETRA Express Web-based Network Manager
- DIMETRA Express Web-based Radio Control Manager (WebRCM)
- Various wired and Bluetooth® headsets
- 6-year Essential Services Contract

“We recommend Motorola Solutions’ radio networks. I first installed a Motorola Solutions TETRA CTS300 system at this stadium back in 2005. That network has worked optimally for years, but the time had come to upgrade to the latest digital technology. The DIMETRA Express MTS4 TETRA system was the obvious choice, due to its ease of installation and use. The new network is scalable and provides higher performance and extended coverage. Hopefully this will be the first of many DIMETRA Express TETRA systems that we deploy here in Germany.”

Jürgen Klein, Owner, Klein-Tec



CHALLENGE

SEAMCOM and Klein-Tec are both long-term Motorola Solutions partners and worked in collaboration to install a Motorola Solutions TETRA system comprising two CTS300 Compact TETRA Base Stations in the stadium thirteen years ago. However, having worked successfully for all that time, the technology had simply become outdated and needed to be replaced.

The stadium wanted a new system that was easy to install, easy to manage and could provide reliable, robust network coverage extended beyond the stadium itself to the outlying car parks. It was happy to follow Klein-Tec’s recommendation of the Motorola Solutions DIMETRA Express MTS4 TETRA system.

SOLUTION

On match days, the radio system is managed on-site by Klein-Tec running the DIMETRA Express Web-based Network Manager application on a laptop; in this way they can monitor the system and ensure it is working optimally in all areas. Klein-Tec also runs the DIMETRA Express Web-based Dispatch Console to manage teams of workers around the stadium and relay group and individual voice calls. Although 99% of communications are voice calls, the application also enables web-based text messaging, which allows the dispatcher to send short and pre-set messages.

Some 60% of communications are group calls; there are currently 19 talk groups, across departments such as security teams, stewards, maintenance, facility managers, catering and car parking, with more groups and departments joining as users become aware of how well the system is working. The Red Cross, the Fire Service and the Police also all have stadium radios on match days, as well as their own radios; in the case of an emergency they can immediately contact everyone in the stadium using the DIMETRA Express system to coordinate internal teams to efficiently manage the incident. The network is connected into the central fire alarm system, with an emergency signal being triggered on the radio system in the case of a fire.

Dependent on their requirements, departments are using a wide range of radios: from the latest ST7000 small TETRA radios

– users have praised their compact, elegant design – to the long-standing MTH800 TETRA portable radios. These are being progressively upgraded as they come to end-of-life. Some users also wear a selection of Motorola Solutions wired or Bluetooth headsets for clear, hands-free, discreet two-way communication.

The system is used 24/7 and with the switch and base radios integrated in a one-box system and user-friendly web-based applications, everyday operation is simple. Klein-Tec has also retained one of the CTS300 base stations in hot standby, which can be used flexibly alongside the new system to ensure resilience and continued operations, in case of any short-term failure. Furthermore, the new system is safeguarded by a six-year Motorola Solutions Essential Service Contract, including remote technical support, a dedicated customer support manager, regular software updates and hardware repair.

BENEFITS

The DIMETRA Express MTS4 TETRA system is exceptionally quick and easy to deploy, just as the stadium wanted. It has a small physical footprint and fewer components, requiring less power, and yet is very intuitive and powerful, with radio coverage and performance meeting and exceeding all the stadium’s requirements and zero outages since deployment.

The system is fully flexible and scalable, which is important in view of any possible future expansion. Moreover, the regular software updates and web-based applications ensure the system will provide future-proof, long-term, robust radio communications. Looking forward, Klein-Tec will deploy Motorola Solutions’ DIMETRA Express Web-based Radio Control Manager (WebRCM) on its laptop on match days. Klein-Tec will then have access to a range of features, which will enable them, for example, to assign dynamic group numbers, temporarily enable or disable radios, run radio checks and analyse alarms and alarm statistics. Working together, SEAMCOM and Klein-Tec will ensure the Motorola Solutions DIMETRA Express MTS4 TETRA system continues delivering clear, reliable communications to help the stadium to operate efficiently and safely.

Applications:

- Voice communications – group and private calls
- Data transfer
- Network management
- Dispatching

Benefits:

- Robust, crystal-clear communications throughout the site, including in the outlying car parks
- Simple, rapid set-up and programming
- Fully integrated, very intuitive, user-friendly system
- Compact, lightweight base station with flexible design
- Latest network hardware, ongoing software updates and expandable, flexible architecture for a long-term, future-proof solution
- Highly reliable system: 100% uptime since deployment
- Easy ongoing system management and dispatch via DIMETRA Express web based applications
- Fully protected by a Motorola Solutions Services contract

To learn more about DIMETRA Express, visit www.motorolasolutions.com/dimetraexpress