



UK SECURITY ORGANISATION DEPLOYS MOTOROLA SOLUTIONS WAVE PTX™

INTEGRATED WITH ITS EXISTING MOTOTRBO™ CAPACITY PLUS SYSTEM FOR WIDE-AREA PTT COMMUNICATIONS



CHALLENGE

This UK security organisation has extensive, complex and coordinated radio communications and video security networks; it has been working with Motorola Solutions radios for years and its communications systems have evolved correspondingly. About 6 years ago, it deployed a MOTOTRBO Capacity Plus system to provide robust coverage in prominent areas such as London, Manchester, Birmingham, Liverpool and Leeds. However, with operations spread as far afield as Scotland and Jersey, it was looking for a reliable POC (Push-to-talk Over Cellular) solution that it could integrate into its existing system; this would enable staff in areas beyond or on the edge of repeater range to communicate on this same network, rather than via mobile phones. As the Motorola Solutions WAVE PTX technology developed, the organisation started looking for a knowledgeable partner who could support a large-scale integration.



CUSTOMER PROFILE

Organisation:
UK Security Organisation

Partner:
DCRS Ltd

Industry:
Security

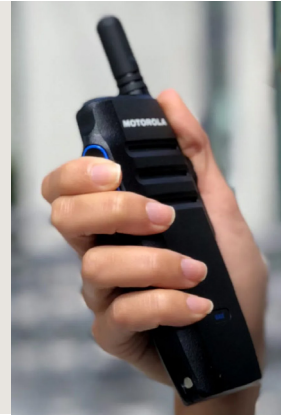
Location:
UK

Motorola Solutions Products:

- MOTOTRBO™ Capacity Plus Multi-Site system
- 750 x MOTOTRBO DP2600 Portable Two-Way Radios with IMPRES™ batteries
- WAVE PTX
- 276 x WAVE PTX TLK 100 Radios with 5-year subscription including data plan
- WAVE PTX Radio Gateway
- WAVE PTX Dispatch Control Room Software

“We have teams based throughout the UK and work in close collaboration with government bodies and the emergency services. Previously, we could only utilise PTT radio communications within range of our repeater sites. However, we wanted all our operational, sites and events teams communicating via our secure radio network. We had been looking for a POC solution that we could integrate into our MOTOTRBO Capacity Plus system, but nothing we had tested quite came up to scratch – until, that is, Motorola Solutions launched WAVE PTX. Thousands of calls are made on our network every day, and bringing WAVE PTX into the mix means we can now all communicate on the same system. We’ve already got over 1,000 radios, so the successful integration was key here. It’s easy to use and I foresee our use of WAVE PTX growing significantly within the next 5-6 years. And I would also like to mention DCRS, as the support, service, training and knowledge they have delivered has helped to ensure the success of this integration. We are very hands-on in-house too, but having DCRS alongside us makes for a very positive working relationship.”

Equipment Manager, Security Organisation



SOLUTION

The organisation approached long-standing Motorola Solutions Partner, DCRS Ltd. DCRS prides itself on the round-the-clock support, service and experience it has been offering customers for the last 35 years, and the organisation is delighted with the excellent relationship they have developed with DCRS. Following a comprehensive, successful testing phase, the organisation has now equipped its community, operational and events teams working outside MOTOTRBO repeater range with WAVE PTX TLK 100 Radios. The TLK 100s have a built-in SIM card and the five-year subscription includes WAVE PTX services and a data plan so there are no hidden call charges. More than 270 devices have already been deployed with plans to add more, and DCRS has ably managed the integration of the radios into the MOTOTRBO Capacity Plus system, which it has been using for 6 years. Consequently, calls on the WAVE PTX handsets into and from the control room also benefit from features such as GPS tracking, voice dispatch and voice recording, in case calls need to be played back.

The security company wants WAVE PTX to work exactly as its traditional LMR two-way radio network does; and the WAVE PTX Radio Gateway enables full access to the Capacity Plus system for all TLK 100 radio subscribers. Moreover, channels have been set up on the WAVE PTX system to correspond with the geographically specific talk groups (currently over 30) established on the Capacity Plus system. Therefore, individual groups can be alerted about specific incidents or threats relevant to their area. During events, teams are encouraged to work dynamically and, as each member is equipped with a radio and a call sign, the control room can easily track each device via the dispatch software.

The two systems are used in tandem and, at events, operational teams scope out each location with regard

to repeater or 4G coverage, to decide whether it is best to use the MOTOTRBO DP2600 radios, either over the network or in back-to-back mode, or the WAVE PTX TLK 100 handsets. Whichever devices are selected, the system provides instant PTT communications for the on-site teams at the event and operators in the central control room.

BENEFIT

The system is providing clear communications for staff across the UK and usage will continue to grow in future, as more devices are added to the network and as additional functionality is introduced to WAVE PTX. The company can order additional radios from DCRS in short time-frames and program these, and reprogram existing radios, over the air, via the WAVE portal. This flexibility is crucial, especially in emergency situations. The organisation has also successfully tested geofencing and the WAVE PTX Mobile app and may use both in the future; the mobile app could be used for overseas working and covert operations. A spokesperson for the security company summarises: “Our Capacity Plus system uses different frequency bands in different parts of the country, so we can’t share radio handsets. But we can use our WAVE PTX handsets anywhere in the country; there aren’t any limitations. The system is very scalable and flexible and we now really do have a nationwide, secure PTT network, even in the remotest of locations. This is also important for the welfare and safety of our staff, as we can always contact and locate them and offer immediate support, in case they raise an emergency call or alarm. Users also love the compact size, light weight and long battery life of the TLK 100s, as well as features such as 1-to-1 calling and quick contact search; and, of course, we can also use Wi-Fi when 4G is unavailable, so, operationally, the TLK 100s are a very valuable addition for us.”

Benefits:

- WAVE PTX has been successfully integrated into the MOTOTRBO Capacity Plus system for nationwide, reliable, secure PTT (Push-To-Talk) communications
- Flexible, highly scalable system which can evolve in line with the security company’s needs in terms of capacity and coverage
- Long-term solution; the easy-to-use, compact TLK 100 radios have built-in SIM cards to provide LTE data connectivity and the organisation’s use of WAVE PTX will increase over the coming years
- Fixed, licence-based costs make it easier for the organisation to manage its budget