



LEADING SWISS SECURITY COMPANY DEPLOYS MOTOROLA SOLUTIONS WAVE PTX™

FOR NATIONWIDE POC COMMUNICATIONS AND EFFECTIVE INCIDENT MANAGEMENT



VÜCH AG

'Security is everything' is VüCH AG's slogan. VüCH, whose head office is in St Gallen, Switzerland, offers a wide range of security services, from guard patrols, to traffic, personal protection, security bunkers and 24-hour alarm centres. VüCH prides itself on its customer service, with a focus on constant improvement. For this reason, it invests in regular staff training and in modern infrastructure. In early 2021, VüCH deployed a Motorola Solutions WAVE PTX broadband push-to-talk system. As Ramon Gubelmann, Chairman and CEO, states, "Communication creates clarity and security."

CHALLENGE

VüCH's field teams had previously been using a direct mode analogue radio system for communications; however, this only enabled basic communications at a local level, whereas VüCH operates in most of Switzerland. Consequently, VüCH was looking for a cost-effective, scalable, easy-to-deploy solution for countrywide Push-to-talk over Cellular (PoC) communications, to connect all its field workers with each other and to its head office in St Gallen. Moreover, it wanted the dispatch centre to have a comprehensive, accurate overview of its mobile workers, for both

day-to-day operations and in the case of an emergency. Therefore, both location tracking and an emergency button to raise an alarm, for improved worker safety, were also key priorities for VüCH. Motorola Solutions and VüCH's long-term partner, RHÄTICOM, a specialist in communication, alarm and security solutions for over 30 years, recommended Motorola Solutions' latest WAVE PTX technology; and, convinced by the reliability, flexibility and functionality of the system, as well as the audio clarity and seamless coverage, VüCH decided to deploy WAVE PTX.

CUSTOMER PROFILE

Organisation:
VüCH AG

Partner:
RHÄTICOM Group /
Partelcom AG

Industry:
Security

Location:
Switzerland

Motorola Solutions Products:

- WAVE PTX
- 90 x WAVE PTX TLK 100 Radios
- WAVE PTX Dispatch

“The WAVE PTX communications system allows us to have unified, countrywide, reliable communications across our business. Our field workers are completely connected, both with each other and with our Head Office, which is enabling improved operations. The advanced dispatch application and the TLK 100’s integrated GPS and emergency button are particularly important for us, to ensure greater worker safety, traceability and customer accountability. We can even share communal channels with our customers, if needed. This gives us an extra level of flexibility. And it’s a completely scalable system, so we can easily increase our number of handsets as and when we need. It’s no wonder the system is being utilised so much; feedback has been excellent.”

Michael Koller, Head of Logistics and the Alarm & Operations Centre, VüCH AG



SOLUTION

The majority of VüCH field workers, such as logistics teams, patrol guards and those on event access, are equipped with a TLK 100 which they use on a daily basis to communicate among themselves and with the head office wherever they are working. The 24/7 control room based at VüCH’s HQ in St Gallen, meanwhile, uses the web-based WAVE PTX Dispatch application to accurately locate, coordinate and manage these mobile teams. The solution enables a more effective incident response, as dispatchers can pinpoint any emergency alarms activated by users and deploy the nearest workers to assist. WAVE PTX also has AES256 encryption, to ensure VüCH’s communications remain completely secure, and the system is based on budget-friendly fixed subscriptions, rather than usage-based costs, for simpler cost planning.

Although workers can make private calls to the control room, if required, VüCH has chosen to have all workers on a single shared closed talk group, to ease coordination and help lone workers feel constantly connected and reachable; and a second talk group has been established specifically in conjunction with VüCH’s client, Aargau Asylum Shelters. In the case of a major incident, temporary location-dependent groups can also be created in the dispatch application, to ensure targeted efficient communication close to the event, whilst not disturbing the wider workforce. It is also possible to record the radio calls, save them locally as a backup and play them back at a later date, as well as tracking and recording of users’ locations, to raise accountability and traceability.

VüCH workers really enjoy using the TLK 100s, which are designed for field work: they offer loud, clear audio, have up to 18 hours’ battery life and an IP54 rating, and are reliable, lightweight, easy to use and Bluetooth-enabled, so VüCH workers can pair their headsets for wire-free operation. Moreover, the handsets can be programmed over-the-air, so updates and changes can be made quickly and efficiently, without having to return the radio to HQ or connect to a PC.

BENEFIT

Michael Koller, Head of Logistics and the Alarm & Operations Centre, VüCH AG, comments positively on the support received from both RHÄTICOM and Motorola Solutions: “There have been very few issues with this deployment but, when we have been faced with a challenge, RHÄTICOM and Motorola Solutions have been very quick to collaborate to resolve it. RHÄTICOM offers a great service, has offices throughout Switzerland and is proactive in its approach. These types of long-term, evolving business partnerships are really important to us.” In summary, both the support received and the reliability and functionality of the WAVE PTX system has led to the success of this deployment. As Michael Koller concludes: “With WAVE PTX, we have been able to quickly and efficiently connect all our mobile teams with a reliable POC service, wherever they are working. We are fully committed to WAVE PTX and will further expand our deployment in line with our business development.”

Benefits:

- Reliable, secure POC (Push-To-Talk Over Cellular) nationwide communications via provider-independent cellular networks and Wi-Fi
- Fast, easy deployment with no infrastructure, radio licensing or manual programming required
- Totally scalable solution to suit VüCH’s seasonal, expanding business needs
- The robust devices are easy to use and lightweight, and the Li-ion batteries offer up to 18 hours’ continuous usage, for long shifts, as well as being Bluetooth-enabled for wire-free working
- The emergency button, GPS tracking and call and route recording enhance worker safety and traceability
- The browser-based WAVE PTX Dispatch web-based application contributes to improved management of day-to-day operations and emergencies
- Flexibility of shared communications with clients on secondary channels, for example with Aargau Asylum Shelters
- Fixed subscriber costs contribute to simpler budget planning