



# SPANISH TOWN COUNCIL BOOSTS EFFICIENCY WITH WAVE PTX™

THANKS TO INSTANT, CENTRALLY COORDINATED, CITY-WIDE VOICE AND MULTIMEDIA COMMUNICATIONS



## ILLESCAS TOWN COUNCIL (AYUNTAMIENTO DE ILLESCAS)

Illescas is the capital of region of La Sagra and the third most populated town and municipality in the Region of Toledo, with a population of over 30,000. Just 40km from Madrid, the municipality is located on a plain and covers an area of circa 57km<sup>2</sup>. It is an important industrial town, with a rich and varied history. Illescas council – the ayuntamiento - is the body charged with the government and administration of the municipality of Illescas and comprises the mayor, various deputies and councillors.

### CHALLENGE

Illescas Town Council wanted to implement a new communications system for some members of its local police force, as well as its municipal services field workers. These latter comprise both internal teams and external contracted companies who provide municipal services such as gardening, street cleaning, cleaning, waste and recycling and parking. Previously these teams did not have a centralised communications system, so they did not feel connected and it was hard to coordinate these teams, so they could work smartly, safely and

effectively. Therefore, Illescas needed a solution that could offer reliable coverage across the whole municipality with functionality to include easy team management via dispatch, real-time location tracking, talk groups, emergency calling, shared use of videos and photos, video streaming and remote monitoring. The project went to public tender, which, thanks to their experience and extensive knowledge of WAVE PTX, resulted in Tecnitran Telecomunicaciones being chosen as supplier.

### CUSTOMER PROFILE

#### Organisations:

Illescas Town Council  
(Ayuntamiento de Illescas)

#### Partner:

Tecnitran  
Telecomunicaciones SL

#### Industry:

Local government

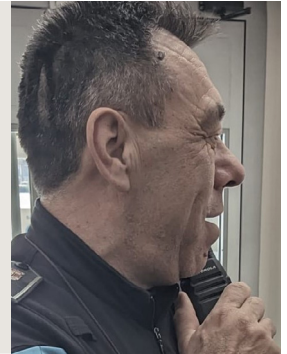
#### Motorola Solutions

#### Products:

- A WAVE PTX system comprising
- Evolve rugged smart handhelds (with 5800mAh Li-Ion batteries and chargers)
  - TLK 100 WAVE PTX portable radios (with pre-installed SIMs and USB chargers)
  - WAVE PTX Mobile application
  - WAVE PTX Dispatch
  - WAVE PTX Safeguard subscription
  - WAVE PTX Streaming Video subscription

**“We wanted to implement a new communications system based on Push-to-Talk Over Cellular, or PoC, LTE technology with new functionality to enable us to provide a more efficient, faster service. Following the public tender, Tecnitrán has developed the project to our satisfaction”.**

Emilio Figueras, Manager, Illescas Police, Illescas Council



## SOLUTION

A mixture of staff employed by the council and contractors, as well as some police officers, are now using the WAVE PTX system. The town council has signed a multi-year contract for all elements. As Javier Romero, CEO at Tecnitrán Telecomunicaciones, explains: “We work with hundreds of councils across Spain and always try to find the best solution for their needs. WAVE PTX was the obvious choice for Illescas, rather than a traditional two-way radio repeater system, as the town sprawls out over such a wide area. However, there’s strong mobile phone network coverage across the municipality, so, with WAVE PTX, our users are always connected. Moreover, WAVE PTX is a subscription-based service, so the council just pays for the devices and applications it needs. This is a flexible, long-term solution that meets their requirements.” Some workers are equipped with Evolve smart handheld devices that have the WAVE PTX Mobile app installed. The devices have a 5” touchscreen and built-in cameras so the users can send and view text messages or photos and videos using WAVE PTX Streaming Video. Users can photograph or video a suspicious looking item, a spillage on the road which needs a specialist cleaning team, or locations which have been vandalised, for example. Others use the TLK 100 WAVE PTX radios purely for voice communications. The system is being used heavily, 24/7.

Dispatchers are based in the town hall and use WAVE PTX Dispatch software to locate and track users, to dispatch the closest team to incidents, to send text messages, documents, photos and videos, for one-to-one, group and broadcast calls, as well as for call logging and recording. WAVE PTX Safeguard, meanwhile, gives dispatchers further functionality to ensure the safety of the users and assets, for example, emergency calling and alerts, remote device check, ambient and discreet listening, device enable or disable and location-based temporary talk

groups for coordinated incident response. Some predominantly office-based managers and team leaders also have the WAVE PTX Mobile application running on their smartphones, so they can keep connected with their teams in real time.

## BENEFIT

WAVE PTX is delivering a range of benefits to Illescas town council: reliable coverage across the municipality, robust easy-to-use devices, voice and multimedia capability and central co-ordination. Javier Romero summarises: “WAVE PTX is another offering from Motorola Solutions which expands its portfolio and allows us to ensure councils like Illescas have a long-term effective communications system. And, moving forward, we will continue to partner with and support the council for any maintenance needed, or should they look at expanding usage of the system or any interoperability with the emergency services networks, for example. WAVE PTX offers great flexibility, scalability and integration opportunities.”

The feedback from the council and the radio users has been exceptionally positive. The council appreciates the fact it is an easy-to-manage, cost-effective system with extra value-added services such as WAVE PTX Safeguard and WAVE PTX Streaming Video, which further increase safety, clarity and situational awareness, resulting in faster, more informed decision making. The users, meanwhile, really appreciate having reliable, robust radios with excellent battery life which keep them connected. The solution ensures they can work more productively and efficiently, with up-to-date information at their fingertips.

### Benefits:

- Reliable, clear city-wide radio communications
- Voice and multimedia capabilities
- Robust, easy-to-use devices
- Central coordination

