



NUNUCOM enhances Ecuador's digital communications system with Motorola Solutions products

Case Study | Ecuador



SEGURA^{EP} used around 100 Motorola Solutions WAVE PTXTM devices

The company

SEGURA^{EP}

A municipal public company for risk management and security control in Guayaquil, it is responsible for coordinating, designing, planning, maintaining and operating infrastructure relating to security systems, public space surveillance, risk management and emergency response.

The partner

NUNUCOM

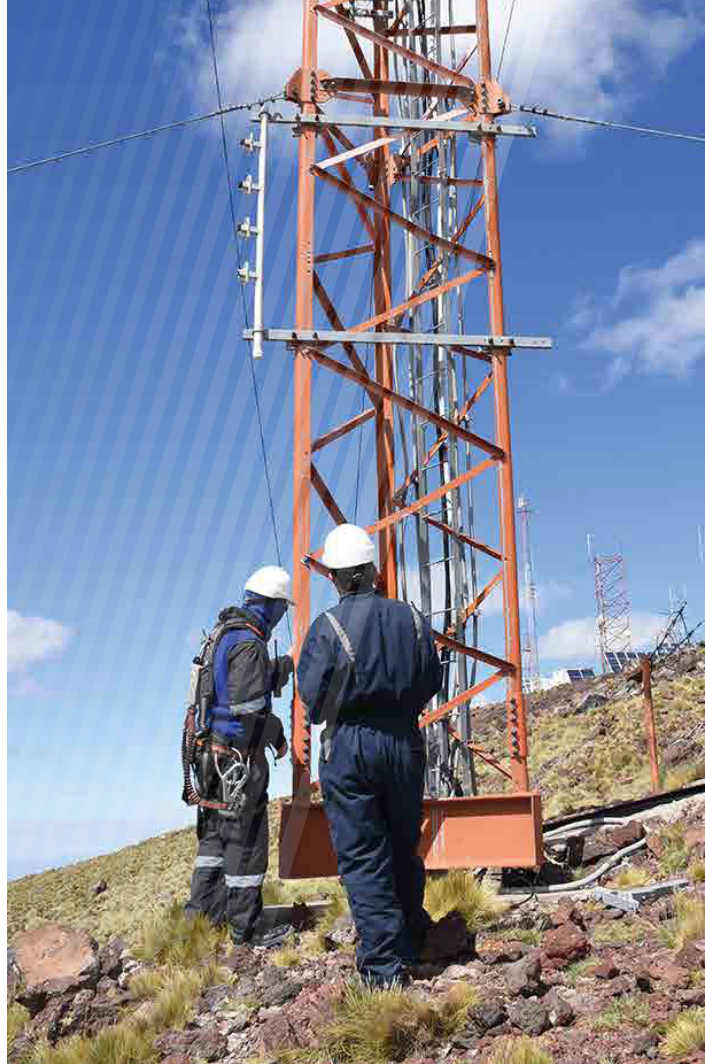
Nunucom provides analog and digital professional communication solutions and carries out the integration of communications systems and equipment.

The challenge

The initial idea was integration into clinics and hospitals with the *Corporación para la Seguridad Ciudadana de Guayaquil* (Guayaquil citizen safety corporation), the city's main emergency management body. The objective was to create a pilot plan to improve emergency aid and optimize response times in the transportation of people with injuries, to subsequently be able to replicate that with other private and public clinics.

We identified the following issues with regard to integrating the solution provided by Motorola Solutions with SEGURAEP systems:

- Access to the customer recording system (Byne system).
- Interoperability between existing equipment, with a medical services channel.
- Linking the clinics with SEGURAEP while also coordinating the link with the ambulances of the *Benemérito Cuerpo de Bomberos de Guayaquil* (the Guayaquil fire department).



Implementation summary

Company:

<https://seguraep.gob.ec/>

Location:

Guayaquil, Ecuador

Solution integrator:

Nunucom, Guayaquil, Ecuador

Vertical market:

Health, Emergency

Motorola Solutions products:

- 11 SLR 5100 VHF repeaters
- 60 DGM 8500e VHF devices
- 20 DGM 5500e VHF devices
- 50 DGP 8550e VHF devices
- 63 TLK100, TLK150 and Evolve devices
- 21 devices, MOTOTRBOTM radios + Mobile App + Consoles

The solution

The Motorola Solutions WAVE PTX service was key to the successful integration. TLK 100, TLK 150, APPS WAVE PTX devices and the DISPATCH CONSOLE were used in the first testing phase, which began with 29 devices.

The devices were distributed as follows: (TLK 100, TLK 150, APPS WAVE PTX and DISPATCH CONSOLE) for admissions to clinics and the motorcycle ambulance, TLK150 devices for Guayaquil fire department ambulances, and a WAVE PTX dispatcher for the SEGURA EP logistics team.

The benefits

This solution mainly benefits Ecuadorians and foreign citizens who need immediate aid in the event of traffic accidents in the city of Guayaquil. SEGURAEP also benefits thanks to the optimization of its response times in managing urgent aid for citizens.

Prior to this integration solution, people with injuries were arriving at clinics without notice. Only at that point could an assessment be carried out to determine whether the injured person's needs could be met or if there was an available bed for them to be admitted. If not, they could not be admitted and the ambulance had to go looking for another clinic or care facility.

The platform was also activated and used in the regional-level response to the landslide in the town of Alausí, ensuring that communication and coordination between the incident site and the response center in Guayaquil were maintained.

The WAVE PTX communication service is critical to NUNUCOM's operations, given their geographical distribution, and complements the constant innovation we seek, which allows telecommunications to be further strengthened.



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