



ALPHA SEGURIDAD IN COLOMBIA

# STREAMLINE YOUR CUSTOMER SERVICE WITH MOTOROLA SOLUTIONS DIGITAL TECHNOLOGY



**The company managed to improve its private security services thanks to the deployment of a new digital communication system supported by Motorola Solutions technology. The new system helped optimize customer service, minimize response times and GPS-monitor employees.**

With an investment of USD 140,000, the company installed a MOTOTRBO™ solution that included the deployment of a communication platform based on 40 DGP™ 6150 Portable Radios, 120 DGP™ 4150 Portable Radios, 3 DGM™ 6100 Mobile Radio Bases, and 3 DGR™ 6175 Repeaters. This new technology replaces the old communication platform used by the company, and covers Bogotá and surrounding areas.

Alpha Seguridad provides surveillance and private security services to consumers or enterprises, institutions, public or private shopping and industrial

centers and homes nationwide. The solution includes a communication platform for providing security advisory, consulting and research services in all its modalities.

The company needed to upgrade its analogue communication system and migrate to a digital platform that would enable it to provide a better service to customers. Because of this, the company decided to implement a communication solution based on MOTOTRBO digital radios equipped with a GPS location system. Consequently, faster response times were obtained and real-time personnel monitoring was enabled.

The new system currently covers the Bogotá area and its surroundings. In addition, the company is planning to migrate Alpha Seguridad's nationwide office network to all-digital, incorporating the main cities of the country, such as Medellín, Cali and Barranquilla.

## DEPLOYMENT SUMMARY

### Company:

Alpha Seguridad Privada Ltda.

### Place:

Bogotá and surroundings, Colombia

### Vertical Market:

Private Security

### Project:

Replacement of the communication network with MOTOTRBO digital network.

### Motorola Products:

- 40 DGP 6150 Portable Radios
- 120 DGP 4150 Portable Radios
- 3 DGM 6100 Mobile Radio Bases
- 3 DGR 6175 Repeaters

### Partners:

- Meltec Comunicaciones

### Benefits:

- Faster response times
- Real-time personnel monitoring
- Savings on operational costs
- Direct communication among workers

## CASE STUDY

ALPHA SEGURIDAD - COLOMBIA



### THE SOLUTION

The new MOTOTRBO digital radio solution started to be deployed in January 2011 and equipment installation began in May, after the end of the planning period.

The platform comprises 40 DGP™ 6150 Portable Radios, 120 DGP™ 4150 Portable Radios, 3 DGM™ 6100 Mobile Radio Bases, and 3 DGR™ 6175 Repeaters. The project was developed with the company's partner, Meltec Comunicaciones S.A., and the main application used was TRBOnet™ Enterprise V2.8 dispatch software, acting as the system engine connecting the MOTOTRBO protocols to the company's control sites.

### BENEFITS

The deployment of the new solution, which reaches 162 users, enabled streamlined communication processes focused on providing different security services.

Likewise, thanks to the new communication network, Alpha Seguridad is now able to provide its customers with better service, driven by faster response times, and real-time personnel monitoring.

"Customer satisfaction as regards service provision is somehow conditioned by the technology means through which the security service is provided. In this respect, it may be stated that the deployment of the new communication network provided by Motorola Solutions has enabled us to meet the expectations of an increasingly demanding market", said Friedrich Birschel Guericke, CEO, Alpha Seguridad.

"The new solution deployed by Alpha Seguridad reflects the great potential of digital radio solutions, which enabled the company to improve its private security services to customers." The MOTOTRBO communication system, like our comprehensive portfolio of mission-critical solutions, has been designed to meet different market needs, especially in such a demanding field as security", said Rafael Fernando Feo, Sales Manager, Motorola Solutions.

For more information on how Motorola technology can help you improve your business operations, please visit [www.motorolasolutions.com/caribbean/mototrbo](http://www.motorolasolutions.com/caribbean/mototrbo)

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