



COSTA RICAN COOPERATIVE STREAMLINES COMMUNICATIONS THROUGH DIGITAL MIGRATION

WITH MOTOTRBO™ EQUIPMENT FROM MOTOROLA SOLUTIONS



With the purpose of enhancing communications for every Cooperative provider and streamlining customer service, COOPELESCA decided to adopt a digital solution by using Motorola portable and mobile devices.

THE COMPANY

Cooperativa de Electrificación Rural de San Carlos, COOPELESCA R.L., was founded on January 24, 1965, with a coverage area of 1,842 sq mi, covering the cantons of San Carlos, Sarapiquí, Grecia, Alajuela, Los Chiles and San Ramón. The Cooperative's diversified businesses include: electricity generation and distribution, telecommunications services sale (cable TV and Internet), household appliances and electrical materials storage, and sale of insurance. It has a staff of 600 employees.

At the end of 2013, the company became the first distributor in the country to reach 100% of electricity coverage. Another of COOPELESCA's noteworthy achievements was becoming the first Latin American Carbon Neutral company in the energy industry.

THE CHALLENGE

Analog technology greatly limited the company's ability to meet the growing communication needs to improve service to users. On the other hand, the information about the updated radio communication systems was not easily accessible. COOPELESCA conducted a thorough research to compare analog technology with digital technology and to identify the providers that would best meet its specific needs. Once the solution had been selected, the next challenge would be logistical. For a company engaged in the production and distribution of electricity, it is very difficult to stop all mobile operating units at the same time to migrate their equipment from analog to digital.

DEPLOYMENT SUMMARY

Company:

COOPELESCA R.L.

Website:

www.coopelesca.co.cr

Location:

Quesada City, San Carlos
Costa Rica

Vertical Market:

National Government Electricity,
Telephone and Internet Services

Project:

Migration from an analog to a digital system with Motorola's MOTOTRBO portable and mobile devices

- Motorola Solutions Products:
- 87 DGP™5550 portable radios
 - 65 DGM™5000 mobile radios
 - 3 DDGR™6175 repeaters

Applications and Terminals

TRBOnet dispatch software

System Integrator:

Radifax S.A.. A company engaged in the sale of radio communication equipment in Costa Rica. Radifax S.A has extensive experience in the local market and provides communication support to a large number of public and private organizations

Benefits:

- Coverage expansion
- Advanced integrated voice and data solution
- Background noise cancellation
- Maintenance cost reduction

THE SOLUTION

After a comprehensive assessment of the operational and financial options offered by the different providers, COOPELESCA decided to migrate to digital with Motorola's MOTOTRBO devices using TDMA technology, which allows doubling the channel capacity without additional equipment. Another important aspect of the decision was the well-known quality of Motorola's products, the consolidation of the brand worldwide and the presence of authorized workshops throughout the country.

The implementation was conducted in two phases. The first one was carried out in early July 2014. This phase covered the installation of mobile devices on all COOPELESCA's Operating Units (Vehicles). On that occasion, 2 of the 3 repeaters that are part of the Cooperative's communication system were also changed, linking both repeaters via IP Site Connect. The second phase was carried out 15 days later, with the change of the last repeater and the installation of several mobile radios on the vehicles in one of the Hydroelectric Complexes of the Cooperative (Chocosuela).

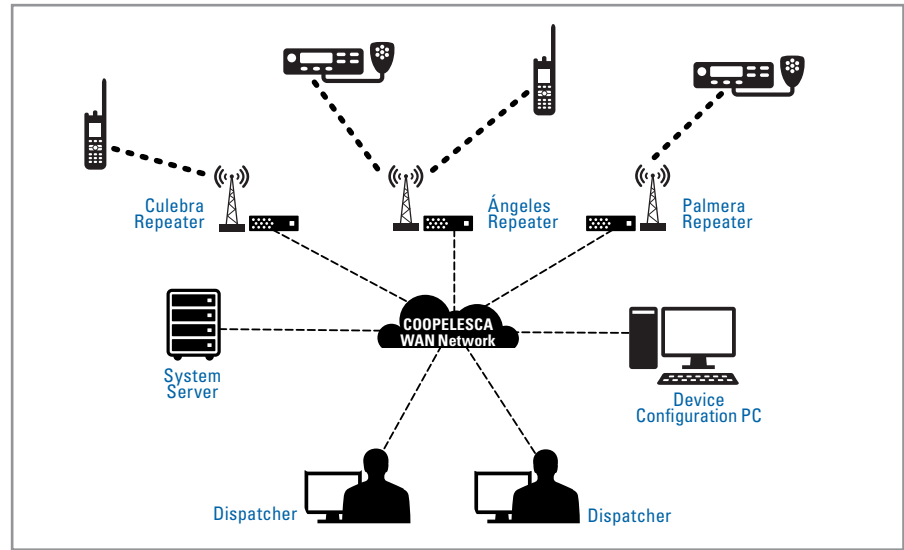
After the implementation and commissioning of the acquired digital system was completed, Radifax provided training on radio programming and maintenance, as well as on user induction.

The coverage area is 1,842 sq mi. Users of the solution include Cooperative inspectors, field coordinators and crew members that use the radios for all their communications, wherever they are.

THE BENEFITS

The elimination of background noise and the significant increase in audio quality have completely transformed communications inside and outside the company. COOPELESCA is an organization that provides Electricity and Infocommunication services to a specific

IMPLEMENTED SYSTEM DIAGRAM



region of the country; therefore, the use of digital devices to communicate and deal with damaged or failing electrical lines or equipment accelerated response times, thus benefiting the entire community with the provision of immediate assistance.

PLANS

At the Cooperative, the second phase has already started with the acquisition of a dispatch software that integrates the digital

devices (radios and repeaters) in a single system, optimizing the use and control of the acquired system. The software implementation allows for a large number of applications to significantly improve the operating management of the system. Moreover, the steady growth of the services offered to the partners in the Northern Zone of the country will drive the future acquisition of new digital devices to continue to offer excellent services to the community.



To learn more, visit www.motorolasolutions.com/caribbean/mototrbo

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