



# International Waste Management Company

**WAVE PTX™ delivers increased functionality, capacity and coverage for leading waste management company in india**

Seventh Year Running, Indore Has Been Voted The Cleanest City In India.

International Waste Management Pvt. Ltd. (IWM), is a fully owned subsidiary of the National Cleaning Company, Kuwait (NCC). Established in 1979 to provide reliable and professional cleaning services, NCC is now an ISO certified, limited company with over 13,000 employees and operations across the UAE, Bahrain, Qatar, Turkey and India. IWM's head office in India is located in Indore and it offers customers a range of facility services including waste management, healthcare, housekeeping, electro mechanical, pest and rodent control services, hospitality services, staffing solutions, horticulture and landscaping.

## Customer

International Waste Management Company Pvt. Ltd. (IWM)

## Industry

Waste Management

## Solutions

- WAVE PTX
- TLK 100 WAVE PTX portable radios with Micro USB charger
- WAVE PTX mobile application

## Challenge

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## Solution

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“ The Motorola Solutions WAVE PTX hosted Push-to-Talk over cellular solution met our requirements for a flexible plug-and-play system without the need for additional infrastructure. The migration was smooth and the system is highly reliable. Moreover, in Arya Omnitalk we have a trusted partner who provides professional solutions and a high level of ongoing support and service. And, thanks to the more effective internal communications, we are seeing a clear improvement in productivity and efficiency in our waste collection service in Indore, which has, once again, been ranked the cleanest city in India.

– Mohan Pandey, Managing Director, International Waste Management Pvt. Ltd

The system is currently mostly being utilised by teams in Indore and smaller surrounding municipalities to organise and manage efficient waste collections. For example, field teams can call in when their trucks are full, have been diverted, or they are running late; and supervisors use the system during their daily rounds to work with the command and control centre to flag issues and organise appropriate action and resolution.





## Benefit

For the seventh year in a row, Indore has been named the cleanest city in India. IWM plays an important role in this achievement, as it has been commissioned by Indore Council to manage waste collections. IWM works to strict SLAs and would be fined were rubbish not to be collected in the agreed timeframes. And, although it is not a contract mandate that IWM have PTT communications, IWM is convinced that the improved productivity and efficiency they have seen in their operations thanks to their improved internal communications has helped them to maintain such high standards for Indore; and this, in turn, has resulted in other municipalities being keen to enlist their services. As Mansoor Ali summarises: "We are happy to invest in new technologies to drive our efficiency and productivity, so we can deliver the best possible service to our customers."

The WAVE PTX system is fully scalable, so more users and talk groups can be added, as and when IWM requires; and the ability to remotely programme and maintain the radios is essential to the success of the deployment as IWM's operations widen across India. The TLK 100 radios have AI backed noise suppression technology and they automatically roam and switch to the strongest provider-independent 3G, 4G network or Wi-Fi, to ensure reliable communications and clear audio, even in the remotest areas or when directors travel. Communications are business-sensitive, so the high level of encryption is also an important factor for IWM.

User feedback has been exceptional, with teams especially appreciating the speed and clarity of communications and the TLK 100s's ease of use, robustness, compact size, long battery life and convenience of charging using the Micro USB charger, as well as the intuitive interface of the WAVE PTX mobile app. And, although IWM is currently just using the system for voice communications, they are aware of its multimedia capabilities, for example photo and video sharing for enhanced situational awareness. Moving forward, IWM may also utilise GPS tracking via WAVE PTX dispatch, its incident management and emergency features and look at integrating WAVE PTX into certain of its wider business systems. The solution is already driving operational efficiency and productivity for IWM, due to the ease and speed of instant group calling; and delighted with the success of the initial deployment, IWM is already planning to extend the project to other cities in line with its own pan-Indian expansion.



After evaluating various options, we chose WAVE PTX because of the advantages it offers, specifically that we didn't need to apply for a frequency from the regulator and we can use WAVE PTX simultaneously in multiple cities as we grow our operations. We can allocate the radios where we need them when we need them, and we have the option to expand the system up to 96 channels, and to track users via WAVE PTX Dispatch. Plus the TLK 100 radios are light and easy-to-use. WAVE PTX perfectly suits our requirements now and into the future.

– Mansoor Ali, CEO, International Waste Management Pvt. Ltd





## Benefits

- Fast, scalable deployment, with no infrastructure and no requirement to apply for radio frequencies
- Strong national coverage with multi-network roaming for the strongest signal
- Excellent audio quality with AI backed noise suppression technology
- Flexible group calling and possibility to set up multiple talk groups
- WAVE PTX mobile application for directors to access the system from their smartphones
- Option to track users and assets via WAVE PTX dispatch
- Secure communications with a high level of encryption
- Robust, easy-to-use devices with good battery life and easy charging
- Over-the-air-programming (OTAP) and device management
- Subscription service for controlled cost and ease of budgeting
- Ongoing support, management and maintenance from Arya Omnitalk
- Increased operational efficiency and productivity which, in turn, is leading to new business opportunities

To learn more, visit: [www.motorolasolutions.com](http://www.motorolasolutions.com)

