



SEAMLESS COMMUNICATIONS AND SAFE INSPECTIONS PAVE THE WAY FOR BETTER ANIMAL WELFARE

The Animal Welfare League NSW™ (AWL NSW) is a non-profit organisation in Australia. It has been in operation for over 60 years providing expert care to surrendered, neglected and abandoned animals. AWL NSW is an approved charitable organisation with inspectors authorised as officers under the Prevention of Cruelty to Animals Act (1979), AWL NSW's team of inspectors respond to reports of cruelty or neglect of animals and other concerns about the general welfare of animals.

When AWL NSW receives a complaint, an inspector is assigned and then dispatched to inspect the animal's welfare at the reported location. In addition to enforcing breaches of the Act, AWL NSW inspectorate assists in natural disasters and emergencies, including routine inspections of pet shops and other animal practices to ensure compliance with regulations.

THE CHALLENGE: IMPROVEMENTS NEEDED TO CURRENT COMMUNICATION FRAMEWORK

AWL NSW inspectors briefly used vehicle-mounted UHF and satellite phones to communicate, but that did not work well. They then turned to mobile phones to connect but were limited in group communication, which was essential to getting updated information to complete their investigations. They also faced financial restraints and challenges when applying for the Government Radio Network access.

AWL NSW thus needed an alternative communications solution that is robust and seamless for their inspectors to place group calls. In contrast, on mobile network coverage and Private Mobile Radio (PMR) calls when outside of LTE coverage.

Safety and peace of mind were also essential for AWL NSW inspectors who operated alone in various assigned locations to

investigate reported animal welfare concerns. At times, assigned cases presented safety concerns to the inspectors. When inspectors are alerted about a high-risk case, Police or other relevant government agencies are called on to protect the inspectors so they can do their jobs.

“From a safety point of view, the lack of clear, reliable and integrated communications is a huge concern. Enforcing the prevention of cruelty to animals can be dangerous work, as we are dealing with some lawless behaviours, the kind that typically involves Police intervention.”

Matthew Godwin,
Chief Inspector



THE SOLUTION: WORKING ALONE BUT NEVER ALONE

Motorola Solutions' Platinum Channel partner, BTW Communications, worked closely with AWL NSW to customise a unified communications solution for AWL NSW.

Initially, BTW and AWL NSW were exploring the same solutions as RSPCA, a customer of BTW Communications. However, after reviewing the complexities of accessing the Government Radio Network and considering the range of capabilities plus cost-savings in the MOTOTRBO ION with WAVE PTX solution, it was clear that this solution met all the communication needs of AWL NSW.

Next, BTW Communications provided a free trial subscription of WAVE PTX for AWL NSW inspectors to experience seamless and unified communications on their mobile phones. This enabled familiarisation with the WAVE PTX platform while waiting for the delivery of their devices.

BTW Communications also assisted with the application for a radio frequency licence, provisioning and programming of both the WAVE PTX and DMR modes of operation with all-on voice and broadband data capabilities.

In November 2021, BTW Communications helped AWL NSW deploy six MOTOTRBO ION devices and one TLK 150 with WAVE PTX solutions.

As soon as the devices arrived, Josh Gum, Sales Account Manager of

BTW Communications, configured the devices easily. Josh said, "even when additional devices were required, remote reprogramming was done easily without recalling any of the existing devices."

"Staff have embraced Motorola Solutions' devices and services. They found the radios simple to use. Remaining connected assures them that we've got their backs. Before we had this solution, we had no way of communicating to the team about the type of support needed, especially in high-risk cases. That sense of danger and threat affects our well-being. But now, with the virtual eyes and ears in our devices, we can focus on our investigations knowing that help is on the way, even in isolated areas," said Mr Godwin.

Through the WAVE PTX dispatch console, AWL NSW inspectors' GPS location information is displayed and available. Emergency procedures can be activated promptly to protect inspectors in remote and sometimes hostile situations. In addition, the dedicated PTT device with a user-friendly duress button allows users to trigger alerts should there be any man-down incidents.

Seamless, resilient and reliable communications with MOTOTRBO ION and WAVE PTX are now a reassuring reality, paving the way for better animal welfare for the AWL NSW inspectors. Even if a national disaster should occur, AWL NSW is well equipped to safely, efficiently, and effectively care for abandoned animals.





THE BENEFITS

Maximise communications and situational awareness with voice, broadband and multimedia data capabilities to relay mission-critical information. MOTOTRBO ION combines resilient PTT performance and an open app ecosystem on the Android platform giving access to practical applications to enrich your communication.

Scalable future-forward solutions are easily applied on MOTOTRBO ION with WAVE PTX – all part of Motorola's unified technology ecosystem. You can turn on new intelligence capabilities, like intelligent virtual assistants and location apps or body-worn cameras in the future.

Seamless network transition allows easy voice or data communication over public and private networks. Keep your team connected with the Seamless Voice or Data Handover function, automatically switching to LTE broadband when you roam beyond your radio system coverage.

Unified integration of mobile data applications delivers real-time intelligent data for safe and efficient outcomes. MOTOTRBO ION enables businesses to deploy and maintain their devices with minimal downtime, featuring cloud-based programming and provisioning, remote updating, and real-time device monitoring.

A centralised view of teams and reporting for quicker response and productivity. WAVE PTX features GPS location, an audit trail of routes taken, log of conversations so dispatchers can monitor the status of inspectors and their location. Ideal solution for ensuring lone worker safety protection with automatic alarms raised when unplanned events occur.

Designed for the mobile workforce. Supporting search tracking and collaboration to enhance safety so inspectors can focus on their tasks with peace of mind. MOTOTRBO ION's intuitive and robust touchscreen delivers high-resolution images, while an integrated 13-megapixel rear camera enables the streaming of critical photos and videos for accurate situational analysis.

Crystal clear audio. Even in loud surroundings, the dual microphones, speaker size and audio engineering deliver clear and powerful audio that outperforms smartphones. It withstands harsh conditions and exposure to dust, water, and repeated drops with an ultra-rugged design.

Long battery life. Powered by IMPRES™ 2 Li-Ion batteries designed for the MOTOTRBO ION, the slim, lightweight batteries provide a battery life that lasts an entire shift.

Depending on usage, predictable costs from WAVE PTX application subscription keep expenses under control with fixed billing.

Strong partner support by BTW Communications ensures customised solutions to solve communication issues, fast deployment, minimised downtime and prompt response according to your organisational needs.

Stay safe from cyber threats. MOTOTRBO ION's in-depth defence approach provides multiple layers of security to prevent unauthorised device access, malicious activity while safeguarding critical data.

For more information, please visit www.motorolasolutions.com/waveptx



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