REVOLUTIONISING TOWN COUNCIL EFFICIENCY WITH RELIABLE COMMUNICATIONS

The Kurnool Municipal Corporation (KMC) is the largest urban body (town council) in the Kurnool District of Andhra Pradesh, India. Spread over an area of 118 Sq. Kms, KMC covers a wide list of functions: public health and sanitary services, social-economic welfare, regulatory functions, fire emergency response, waste management, public infrastructure works, water supply, urban planning, forestry and environment protection.

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The challenge: poor coverage affecting operational efficiencies

Maintaining the operations of a city with a population size of over 600,000 residents requires efficient coordination and seamless communications. Whether ensuring garbage is disposed of promptly according to hygiene protocols or optimising local commuter transport routes, KMC is expected to deliver efficient services for all their tax-paying residents.

In the past, Digital Mobile Radios (DMR) were used to communicate with their various teams for various tasks; however, coverage was limited. Solving the problem of limited coverage meant installing repeaters, which would incur additional costs to set up the infrastructure. Another problem was getting the frequency allotment by the Wireless regulators, a complex process requiring much time and effort. The lack of reliable communication affected productivity and citizen satisfaction.

The solution: reliable coverage, instant connection for higher productivity

Vishnu Priya Technologies (VPT), a Motorola Solutions Partner, identified the coverage challenges and presented KMC with the WAVE PTX solution, Motorola's subscription-based multimedia group communication service that instantly connects teams across different devices, networks, and locations. It simplifies a company's network of communication devices and systems with the speed and interoperability of Push-to-Talk (PTT) radios, connecting users with rich audio, text, photo or video data.

VPT demonstrated how the WAVE PTX solution with the TLK 100, a handheld device designed exclusively for broadband PTT, delivered clear audio quality wherever the location. The TLK 100 optimised the efficiency and user-friendliness of a two-way radio while delivering advanced features like location tracking, 3G/4G/LTE, Wi-Fi, Bluetooth, voice announcement and incoming call identification. After one week of WAVE PTX network trials and performance testing, the customer was satisfied and quickly purchased the equipment.

> " We were looking for a trusted communications partner, and the Motorola WAVE PTX solution was the obvious choice: Motorola's proven track record in mission-critical communications, unlimited coverage, variety of hosted solutions, ease of deployment and reliability of the solution ticks all the boxes to meet the needs of KMC. "

A. Bhargav Teja,
Commissioner of Kurnool Municipal Corporation

VPT's Proprietor, Mr Pampana Srinivas, said, "Within 15 days, VPT rolled out the WAVE PTX solution with 140 TLK devices to the various KMC teams." The Hon'ble Commissioner and senior officers used the TLK 100 devices to coordinate with staff of various departments, like those in public health, engineering, revenue, and town planning. After the Public Health Department started experiencing the benefits of the WAVE PTX solution, repeat orders were made for the Town Planning, Revenue, and Engineering departments. VPT then helped to set up 4 Talk Groups and Broadcast call functions with the current departments.

Later, they added more Talk Groups progressively with the increase in TLK 100 Radio orders. VPT shared how communication was significantly enhanced, resulting in higher productivity and operational efficiency. For example, upon receiving a complaint or request from the KMC hotline about rubbish not being cleared, the relevant team connected instantly to the TLK devices to verify the problem, located the garbage trucks in the vicinity and identified which team was most suitable for the job. When the job was completed, the team communicated easily through the devices, prompting a visual inspection by the supervisor, who closed the service loop to update the resident on the status.

A. Bhargav Teja, Commissioner of Kurnool Municipal Corporation, remarked, "Motorola's WAVE PTX solution is aligned with India's Smart City mission to apply Smart Solutions in core infrastructure to deliver a clean and sustainable environment for its citizens. We were also assured of the Made-in-India software and after-sales support. These include a warranty on all hardware and accessories, an accessible service centre in Bangalore, and 24/7 support from Motorola through its reliable partners. Finally, we were impressed with the seamless connectivity of WAVE PTX and the rugged TLK 100 two-way radios that look as good as they work, having won multiple design awards. These include Red Dot Design Award, IF Design Award and Good Design Award."

Through the WAVE PTX solution, the centralised platform for communication and collaboration between KMC staff and residents helped to resolve issues more quickly and efficiently. Motorola Solution's advanced technological eco-system paves the way for managing not just the present needs of Kurnool Municipal Corporation but also for the future.

Expanding the WAVE PTX functionality is also possible with its PTT-centric solutions, enabling voice and data interoperability. For example, in the future, KMC could use photos or video data to show how the job is completed for enhanced efficiency and reporting measures.

Benefits of WAVE PTX:

- **Reliable communication** at any location to connect teams with mission-critical information to get the job done efficiently and effectively, improving the service delivery experience.

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

- **Automating manual tasks,** such as scheduling, reporting, record-keeping, and tracking expenses, enables more streamlined processes.

- **Better decision-making** with real-time data and insights for better situational awareness and resource optimisation. In Public Works, WAVE PTX can track work orders, manage assets, and schedule maintenance. For Planning and Development, WAVE PTX can be used to submit and review applications, track permits, and manage inspections.

- **Scalable future-forward solutions** are achievable with WAVE PTX – all part of Motorola Solutions unified technology ecosystem. Perfect for Smart Cities looking for ways to improve and deliver smart solutions for every challenge continuously. Examples include intelligent virtual assistants or body-worn cameras.

Strong partner support by Vishnu Priya Technologies ensures customised solutions to solve communication issues, fast deployment, minimised downtime and prompt response according to municipal needs.

Motorola Solutions advanced technological ecosystem enables users to unify voice, video, and data feeds into the command centre, providing perspective to help make decisions with focus, accuracy, and speed.

For more information, please visit motorolasolutions.com/waveptx

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