



# POPULAR TOURIST ATTRACTION IN MAURITIUS UPGRADES TO MOTOTRBO™ CAPACITY PLUS

FOR IMPROVED SAFETY AND RELIABLE WIDE-AREA COMMUNICATIONS ACROSS THE PARK



## CASELA NATURE PARKS

Originally established in 1979 as a bird sanctuary on the west coast of Mauritius, Casela Nature Parks has steadily developed and expanded. It now spreads over 350 hectares and has become one of the leading attractions in Mauritius, loved by both locals and tourists. The park welcomes half a million visitors a year and is home to a wide variety of fauna, including 500 mammals (among which are tigers, cheetahs, lions and hippos), 1,100 birds and around 150 reptiles. It is divided into five zones (Thrill Mountain, Predator Kingdom, African Safari, Pangia Birds and Rides, and World of Events) and caters to individuals, families and corporate guests from all over the world. Indeed, visitors can choose from a plethora of fun and thrilling activities, such as quad biking, big cat encounters, the Tulawaka Gold Coaster and ziplines.

## CUSTOMER PROFILE

**Organisation:**

Casela Nature Parks

**Partner:**

ATCOMM

**Industry:**

Leisure

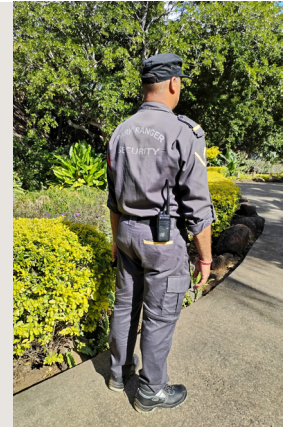
**Motorola Solutions Products:**

MOTOTRBO Capacity Plus  
single-site system  
comprising:

- MOTOTRBO SLR 5500 repeaters
- DP2000 Series portable radios
- DM2600 mobile radios
- Accessories including belt clips and chargers

**“We want our visitors to have a fantastic experience in a safe, but fun, environment. So, we need to keep operations running effectively and smoothly, both day-to-day and in any emergency situations. We rely on radio communications between our teams. Therefore, we really need immediate, clear audio and strong coverage across all areas of the park. Our new MOTOTRBO Capacity Plus system delivers just that, and a range of added safety features and useful functionality beyond. I am very pleased we have made the upgrade. The system is exceptionally reliable and makes such a difference to our employees and operational efficiency. And, of course, we also continue to be ably supported by our long-term partner ATCOMM.”**

Hussein Lowtun, Head of Security, Casela Nature Parks



## CHALLENGE

Casela Nature Parks was previously using a legacy analogue system in direct mode for communications. This was installed about ten years ago and initially performed well but, as the park expanded to offer new attractions and activities, and the number of radio users and radio traffic grew, the limitations of radio-to-radio communications started to present some challenges. Coverage and availability both became problematic and this lack of reliable communications sometimes resulted in inefficiencies and made it harder for the park to manage any incidents or emergencies effectively. To overcome these issues, Casela Nature Parks sought a new communications solution to help improve operational efficiency and ensure the safety of visitors and personnel. The park turned to long-term supplier and Motorola Solutions partner, ATCOMM, who proposed migrating to a digital radio network and recommended a single-site MOTOTRBO Capacity Plus system with safety features such as emergency call and transmit interrupt.

## SOLUTION

ATCOMM installed the Capacity Plus system comprising SLR 5500 repeaters plus related power supplies and antennas and, following a testing and on-site training phase, the network immediately went live; no crossover was needed with the outgoing analogue system. Availability issues were immediately addressed, with the new system able to support four simultaneous conversations between radio users instead of having to share a single channel with the old radios.

Teams were equipped with the DP2000 Series portable radios, and a DM2600 mobile radio was also deployed in the hub of each activity zone, so managers and personnel could make calls from a fixed location too. ATCOMM set up ten talk groups: Management, Maintenance, Security, Zoology, Quad Biking, Safari, Zipline, Toboggan, Tulawaka Gold Coaster and Pangia. Hundreds of calls are made daily, and the security team also communicates over the system during the night shifts.

Increased safety was a key priority for Casela Nature Parks, too, as staff may be faced with an escaped animal, injuries or extreme meteorological conditions, such as cyclones or flash floods. Every radio user can raise an alert using the radio's emergency button to broadcast to all other radios on the network; the transmit interrupt feature ensures the emergency call takes priority over others being made on the system. The security team can then investigate and manage the incident, communicating to all parties over the dedicated emergency channel. Hussein Lowtun comments: “We now have a very simple, clear process to follow in the case of incidents, which ultimately means we can respond faster and more effectively. From a security point of view, the MOTOTRBO system has really helped us to improve our safety and emergency procedures.”

## BENEFIT

Since the deployment, the network has proved to be exceptionally robust and reliable. However, ATCOMM is on hand 24/7 for any repairs or technical support, for example, it recently added new talk groups for new activities that have been launched in the park. Feedback has been excellent; users know they will be able to make and receive clear calls first time and that they will have coverage wherever they are in the park. They also feel safer, especially if they are working alone in the more remote mountainous terrain, and know emergencies will be reported and managed in a timely, coordinated manner. Teams can also work more productively, with the ability to set up relevant talk groups and the flexibility to make a variety of one-to-one or group calls.

Looking forward, Casela Nature Parks has great plans to extend the park and add a range of new activities in the future. Now that it has a MOTOTRBO Capacity Plus system, it knows that it can easily expand and develop its radio system, too, to meet its requirements.

### Benefits:

- Improved coverage and availability: teams are now benefiting from high-performance, reliable radio communications across the park
- Enhanced audio quality: teams can hear and be heard loud and clear, even in the noisiest of environments
- Integrated emergency button and dedicated emergency channel: improving worker safety and incident response
- Established talk groups: different zones and business areas can work together and coordinate more effectively
- Enterprise hardware suitable for the environment and terrain: the DP2000 radios are rugged, tough, easy-to-use and keep operating efficiently in extreme meteorological conditions; excellent user feedback
- Scalable, future-proof solution: can meet the park's evolving needs now and into the future