GLOBAL SECURITY COMPANY DEPLOYS A MOTOTRBO™ CAPACITY PLUS MULTI-SITE SYSTEM IN THE IVORY COAST

FOR EXTENDED COVERAGE, MORE EFFICIENT DISPATCH AND ENHANCED FUNCTIONALITY

G4S SECURE SOLUTIONS CI (SA)

G4S Secure Solutions (CI) SA is the integrated Ivory Coast subsidiary of Britain's G4S Secure Solutions PLC, an integrated international security company with operations in 120 countries across six continents and approximately 600,000 employees.

G4S has been operating in the Ivory Coast for over 37 years. It provides its customers and partners with specific human and technological integrated security solutions based on prevention and risk assessment, to ensure a satisfactory level of protection for assets, facilities and people. With values focused on customer orientation, performance, best employees, expertise, teamwork and collaboration G4S CI S.A. ranks 1st of 150 private security companies approved by the Ivorian Ministry of the Interior.

The emphasis is on expertise and professionalism to deliver bespoke solutions that take into account specificities and problems faced by each individual customer. As the leader in private security in the Ivory Coast, the company offers physical security (guarding, mobile patrol, close guard, event security, dog handler, army guard, escort, home and airport) security training, ex-filtration and transfers, electronic security (video surveillance, access control, alarm assistance) and risk management.

G4S Secure Solutions (CI) operates throughout the country, with supervisory units in all the main cities, as well as an effective presence in Abidjan, San Pedro, Bouaké, Yamoussoukro, Daloa and Abengourou. This strong presence reflects G4S CI SA's desire to develop proximity to its customers. These six agencies are each equipped with a radio base, an alarm system, 24/7 response and assistance teams.

CUSTOMER PROFILE

Organisation:
G4S Secure Solutions CI (SA)

Partners:
SOICEX Electronique S.A.
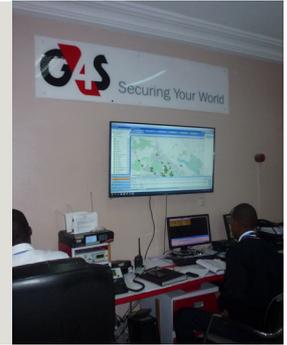Nucleus SARL

Industry:
Mobile security

Location:
Ivory Coast

Motorola Solutions Products:

- MOTOTRBO Capacity Plus Multi-Site UHF system comprising:
- MOTOTRBO SLR 5500 repeaters
- MOTOTRBO DP4801e and DP4401e digital portable two-way radios
- MOTOTRBO DM4601e, DM4401e and DM4400e mobile two-way radios
- IMPRES™ single and multi-unit chargers and IMPRES batteries
- TRBOnet PLUS advanced dispatcher application

"We are extremely happy with the new MOTOTRBO digital network from Motorola Solutions, especially with the coverage, which is at least four times greater than that offered by our previous network and now stretches from Attinguié to Grand-Bassam, to the east of the capital. Voice clarity has significantly improved and our calls always get through first time. Moreover, with added functionality such as GPS, man down and call recording, we are significantly increasing efficiencies and the level of service we can offer our clients. We've worked with Motorola Solutions products for a long time and we know they are best-in-class, which is reassuring for both us and our customers."

Soulé Bamba, Technical Director, G4S Secure Solutions CI (SA)

CHALLENGE

Previously, G4S Secure Solutions was using a Motorola Solutions analogue network. However, it wanted to upgrade to a digital solution in order to extend radio coverage to the outlying areas of Abidjan and increase efficiency, functionality and traceability, in line with its customer expectations. Following a competitive tender, G4S chose to work with Motorola Solutions Platinum Partner SOICEX Electronique who, drawing on its 40 years' experience of delivering successful radio-communication deployments in Africa, recommended a MOTOTRBO Capacity Plus Multi-Site system, to meet G4S Secure Solutions' network and location service requirements. SOICEX Electronique, headquartered near Toulouse, France, worked in close collaboration with Abidjan-based Motorola Solutions Gold Partner, NUCLEUS, who is responsible for importing, installing and maintaining the system. SOICEX Electronique has a long history of working with the G4S group, and G4S Secure Solutions in the Ivory Coast has partnered with both SOICEX Electronique and NUCLEUS in the past.

SOLUTION

NUCLEUS has been managing a progressive migration to the MOTOTRBO network, in parallel with the analogue system, to ensure G4S CI suffers no loss of service during transition; and NUCLEUS will support and maintain the system on an ongoing basis. SOICEX Electronique, meanwhile, has been providing full training on the network, radios and TRBOnet PLUS features to G4S CI's technical team. MOTOTRBO SLR 5500 repeaters have been installed at four sites. The repeaters are powerful and high-performance, but have a small footprint and low energy consumption. They are deployed in conjunction with four microwave links to connect the sites providing radio coverage over the entire required area.

Now all G4S CI's mobile guards – whether event surveillance teams, guards doing their rounds, or embassy and hotel security – carry a MOTOTRBO DP4801e or DP4401e digital portable two-way radio with integrated GPS, for voice communications. Directors and department heads use the DP4801e for both voice calls and SMS, as this model has a screen, and MOTOTRBO DM4601e and DM4401e mobile two-way radios are installed in G4S Secure Solutions vehicles. The DM4400e radios are operated by dispatch teams in G4S Secure Solutions central control room.

The TRBOnet PLUS application, meanwhile, supports dispatch and GPS tracking functionality and allows G4S CI to see the positions of its radios in real time, whether handheld portable radios or mobile in-vehicle radios. Dispatch teams can then quickly locate and contact the patrol closest to where an alarm has been triggered, so considerably shortening incident response times. TRBOnet PLUS also allows the recording of radio communications and event logging, which enables individual intervention analysis, to ensure effective response in line with G4S standards, customer requirements and service level agreements.

G4S CI also rents its radios to customers for one-off events and, as the new network is so extensive and scalable, some customers are also starting to use this MOTOTRBO Capacity Plus Multi-Site network.

BENEFIT

Soulé Bamba, Technical Director, G4S CI summarises: "For me, the most significant benefit of this deployment has been the extension of our network coverage. We now have the best network for us and our clients in Abidjan and the surrounding areas – up to 2,500 km². Voice quality is exceptional. And, moving from VHF to UHF, we can now get coverage in areas which were black spots before, like the basement of the iconic 5-star Sofitel Abidjan Hotel Ivoire, one of our long-term customers." NUCLEUS and SOICEX Electronique have worked together closely with G4S CI to solve issues such as these and, via a series of antennas, radio coverage can now also reach into the underground levels of the hotel.

On a wider level, call recording has had a positive effect on efficiency, guard discipline and traceability; and, whereas G4S CI previously had to use an additional tracking tool to trace vehicles, it can now use TRBOnet PLUS and MOTOTRBO's integrated GPS, so negating the requirement for additional systems. G4S CI can track individual radios accurately, in real time, for improved response times, control and safety of its mobile teams, with guard security being further enhanced by the radio's integrated man down and emergency button features. The IMPRES batteries, meanwhile, ensure the MOTOTRBO radios always last long shifts and the radios utilise 40-bit encryption to ensure communications are secure, easy-to-use, reliable, robust and IP-rated, making MOTOTRBO perfectly suited to the mobile security vertical.

Benefits:

- The vastly improved network coverage now extends to 2,500 km²
- Users praise the crystal-clear audio clarity
- The MOTOTRBO radios are robust, reliable and easy to use; the long-life IMPRES batteries last long shifts
- The radios' integrated GPS, combined with the TRBOnet PLUS IP-based application, ensures G4S CI dispatch teams can monitor guards in real time and can quickly locate and dispatch guards closest to any incident for faster response times
- G4S CI has improved safety for its guards via features such as the integrated man down, emergency call and GPS features
- TRBOnet PLUS enables call recording for incident traceability and personnel accountability
- The MOTOTRBO radios support 40-bit encryption for communications security and customers' peace of mind
- Due to the network flexibility, scalability and capacity, G4S CI has also started to offer its clients the option of using the network

MOTOROLA SOLUTIONS