



SUPPORTING COUNTRY-WIDE VEHICLE RECOVERY IN THE NETHERLANDS WITH WAVE PTX™

FOR CLEAR, COST-EFFECTIVE, RELIABLE NATIONWIDE COMMUNICATIONS



VREUGDENHIL BERGING BV

Vreugdenhil Berging BV is an innovative Dutch company, specialising in road accident salvage, transport, breakdown assistance, including electric vehicles, and emergency services for environmental incidents, such as a spillage from an overturned lorry. Founded in 1947 as a family business, Vreugdenhil has grown significantly and now works across the Netherlands, as well as throughout Europe, in vehicle transport. With its head office in Rijswijk and branches in Den Hoorn, Leiden and Rotterdam, Vreugdenhil has its own specialised fleet of tow trucks, vehicles and machinery and is the contracted partner of the Directorate-General for Public Works and Water Management, as well as of the Province of South Holland and various municipal road authorities and insurers.

CHALLENGE

Vreugdenhil was previously using radios operating on a subscriber-based nationwide TETRA network. However, when Firecom introduced WAVE PTX to Vreugdenhil, a proposal and a series of tests followed, during which it became evident that WAVE PTX offered better

nationwide coverage than the TETRA system, especially in remote or rural areas. WAVE PTX was also a more flexible solution, which could easily be scaled and adapted to meet Vreugdenhil's evolving requirements. Therefore, Vreugdenhil decided to upgrade to WAVE PTX.

CUSTOMER PROFILE

Organisations:

Vreugdenhil Berging B.V.

Partner:

Firecom B.V.

Industry:

Accident Assistance & Breakdowns

Location:

The Netherlands

Motorola Solutions Products:

- 35 x TLK 100 WAVE PTX Portable Radios
- 2 x TLK 150 WAVE PTX Mobile Radios
- 1 x WAVE PTX Mobile Application
- Multi-Unit Desktop Chargers

“We pride ourselves on going the extra mile for our customers; for example, we pick up drivers waiting at breakdowns, so they can quickly get back to work, and we arrange replacement vehicles. There’s always a solution. However, in order to operate efficiently and enhance worker safety, we do need reliable group-wide PTT communications. Our tow truck drivers often work alone, on busy roads and, in the event of an incident, PTT communications are fast and reliable, which is why we have now equipped them with TLK 100 WAVE PTX radios. The radios are compact, easy to use and deliver excellent audio. And Firecom has been great to work with as a partner; they’re approachable and proactive.”

Alex Nieraad, Incident Management Coordinator, Vreugdenhil Berging BV



SOLUTION

Long-term Motorola Solutions partner Firecom successfully managed the deployment and initial device configurations, as well as supplying SIM cards for the WAVE PTX radios. Firecom traditionally supplies (and maintains) alerting and communications systems to the emergency services, such as the Dutch fire brigade, as well as to a wide range of other verticals including healthcare and retail. Joost Eerland, Director at Firecom, comments: “We have about 70 customers using WAVE PTX now and thousands of subscribers across the Netherlands. It’s a fantastic, cost-effective solution for reliable, flexible PTT communications.”

Each tow truck driver carries a TLK 100 WAVE PTX radio in their overall pocket, having collected the named (with an abbreviation of the depot and number) radio at the start of their 9-hour shift. Drivers use the radios for all voice communications over the main dispatch channel for all users. This keeps every driver connected, aware of each other’s activities, and encourages a high level of professional communication. However, there is also a second channel, used by groups responding to bigger incidents to coordinate among themselves. Vreugdenhil’s incident management group, which is responsible for clearing oil spillages, for example, also uses the TLK 100s.

The 24/7 dispatch centre, meanwhile, is equipped with two TLK 150 WAVE PTX mobile radios with heavyweight desktop microphones designed by Firecom specifically for Vreugdenhil. Dispatchers use an existing GPS solution to view the location of trucks and drivers call in their status, so operators can plan accordingly and allocate the closest available asset to manage the latest incident. Alex Nieraad, the Incident Management Coordinator, has the WAVE PTX Mobile application running on his smartphone, so he can use the phone as a WAVE PTX radio, making and listening to calls, and

he can also access the WAVE PTX Admin portal that allows him to remotely test possible changes, as well as programme, locate, enable or disable radios in case a driver misplaces a radio on the highway, for example.

BENEFIT

Alex Nieraad summarises: “We make hundreds of calls over WAVE PTX every day. The audio quality is always high and coverage is excellent, so we know our drivers are connected. Efficient communications are so very important for us in the type of work we do. We are just using WAVE PTX in the Netherlands at the moment; however, we know that this is a solution we can use across Europe, as and when the need arises. And, most importantly, our drivers love using the radios.”

The deployment can easily be expanded to meet Vreugdenhil’s future needs and Vreugdenhil may look at utilising the WAVE PTX Dispatch software, as well as accessories such as car chargers and wireless remote speaker microphones, in the near future.



Benefits:

- Easy, scalable deployment, with no need for infrastructure, licensing or on-site device programming
- Excellent coverage and audio quality throughout the Netherlands (and beyond, if required), even in the remotest areas
- Flexible, secure communications via provider-independent 3G/4G cellular networks and Wi-Fi
- Significant reduction in costs, with lower fixed subscriptions than previous solution
- Excellent user feedback, specifically with regard to the radios’ ease of use, robustness, compact size and battery life

