



ALASKA LAND MOBILE RADIO ACCELERATES TECHNOLOGY REFRESH AND CONTROLS COSTS WITH LIFECYCLE MANAGEMENT



CUSTOMER PROFILE
Alaska Land Mobile Radio

Location
State of Alaska
United States

Industry
Public Safety

System Overview
ASTRO® P25 trunked and conventional enterprise emergency communications system used by Federal, State and Local agencies.

- 82 sites
- 19,000+ subscribers
- 1.2 million calls per month

Motorola Services

- Lifecycle Management:
 - System Upgrade Agreement
 - Security Update Service
- Security Monitoring

OVERVIEW

Alaska Land Mobile Radio (ALMR) is a statewide, enterprise system connecting over 122 federal, state, municipal governments and first responders. ALMR was the first system in the nation to fully include all three levels of government agencies with a statewide P25 land mobile radio communication system. The system provides agencies with day-to-day autonomous communications as well as the ability to quickly switch to interoperable communications for effective emergency response. Many of the local agencies fully rely on the ALMR as their primary communications network for daily operations.

Alaska is the largest state in the United States in land area with rugged terrain spanning over 663,000 square miles. Many of the 82 radio sites are located in remote areas and are designed to endure extreme climate conditions as well as withstand natural disasters ranging from volcanoes and earthquakes to wildfires and tsunamis. Preparing for extreme conditions is crucial to ensure the mission-critical system is fully operational for daily communications and statewide disaster response.

SITUATION:

AGING IT SYSTEM COMPONENTS PUT COMMUNICATIONS AT RISK

ALMR needed to upgrade their aging ASTRO® P25 network infrastructure as key system components were well beyond useful life. Although still operational, they were no longer supported by Original Equipment Manufacturers and did not meet government cybersecurity requirements. This led to increased operational risk and the need to establish a long-term technology sustainment plan to avoid repeating this scenario.

Motorola worked in partnership with ALMR to develop a Lifecycle Management plan and system upgrade strategy. With 82 sites located throughout the state – including 22 mountaintop locations and 55 helicopter access sites – the logistics of the upgrade required careful planning to avoid risk of mission critical service interruption and to stay within budget. The overall size and complexity of the system was a first of its kind to be fully upgraded and remain operational – all in one day.

SOLUTION:

COLLABORATIVE LIFECYCLE MANAGEMENT PLANNING TO ADDRESS CURRENT AND FUTURE NEEDS

Motorola partnered with ALMR to facilitate their vision of a five-year Lifecycle Management plan. Multiple planning sessions occurred to prioritize ALMR’s requirements for operations, budget and network enhancements. Throughout the process, Motorola provided ALMR consultative support in network and scenario planning; explanation of key component lifecycles and related risks; and financial modeling that led to a customer-defined lifecycle management plan.

To ensure a seamless, successful transition, a team of field engineers and system technologists were assigned for site evaluations and preparation of the system equipment upgrades; along with assessing logistical and technical requirements and scheduling of the system cutover site by site. Motorola visited the 28 dispatch centers to review the plan and process with each location to minimize any potential disruptions to calls during the scheduled cutover times.

RESULT:

LIFECYCLE MANAGEMENT PROVIDES PREDICTABLE BUDGETS AND COST CONTROL; MAINTAINS COMPLIANCE

As a result of the thorough preplanning, the system upgrade was completed ahead of schedule, as planned and within budget. Lifecycle Management enabled ALMR to achieve the most cost-effective approach to accelerate adoption of new technology and cybersecurity compliance. Additionally, Lifecycle Management services were budgeted as a predictable operating expense — reducing the hassle of seeking funding for unplanned capital expenditures needed to refresh aging technology.

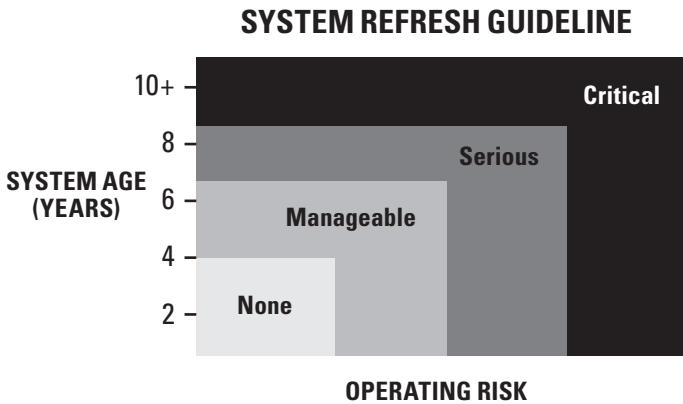
ALMR plans to continue with Lifecycle Management and support to ensure the system remains current as technology evolves. As Del Smith, ALMR Operations Manager noted, “It just makes more sense in the long term to invest in the system and update it on a regular basis with Lifecycle Management to ensure we don’t get behind.”

Lifecycle Management Planning Process

Motorola partners with customers to develop a Lifecycle Management plan tailored to fully optimize mission critical system performance addressing:

- Technology updates and enhancements
- Security and Information Assurance
- Maintenance and support

An effective Lifecycle Management plan ensures mission-critical systems leverage the latest technology and tools for enhanced capabilities and performance as a planned operating expense.



“The more you delay keeping your system current and keeping up to speed with the latest versions, the more you end up having a risk and increasing your costs over time.”

Max McGrath
Enterprise Technology Services

For more information on how Motorola’s Lifecycle Management services can improve your system operations, please visit us at: motorolasolutions.com/services

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