



MOTOTRBO™ PROVIDES SUPERIOR COVERAGE AND CLARITY FOR EVENTS MANAGEMENT

EDINBURGH INTERNATIONAL CONFERENCE CENTRE ADOPTS MOTOTRBO™ TWO-WAY RADIOS FOR UNIVERSAL COVERAGE



Images reprinted with the kind permission of David Barbour

EDINBURGH INTERNATIONAL CONFERENCE CENTRE

The Edinburgh International Conference Centre (EICC) is a world-class venue for conferences, conventions and exhibitions. Since it opened in 1995, it has been home to more than 2,500 events and welcomed over a million delegates. The centre prides itself on its professionalism and high quality of service, and its clients include major corporations, international associations and event agencies. In May 2013, the EICC opened its new events space: a multi-level building featuring a stunning glass atrium and a 1,600m² suite with moving-floor-technology which allows the floor to be configured into various different set-ups.

The ability of staff to communicate with each other wherever they are in the building is essential to the smooth running of the centre. Since 2003, the EICC had been using analogue two-way radios from Motorola Solutions in conjunction with a wireless network from partner Link-Tel Communications Ltd. When the centre decided to expand, it was a good opportunity to upgrade to a digital system, which would also provide clients with an unlimited multichannel facility.

The new digital system would have to cover both the original and new buildings: five floors in all, including two floors below ground level. The EICC chose the winning combination of Link-Tel Communications and Motorola Solutions because it knew from experience that they would provide an excellent service.

Working to a very tight schedule, Link-Tel installed a new digital platform that could operate in both buildings, equipping the staff with more than 80 MOTOTRBO handsets. The network offers excellent reach and clarity throughout the centre.

CUSTOMER PROFILE

Organisation
Edinburgh International
Conference Centre

Location
Edinburgh

Industry
Hospitality

Partner
Link-Tel Communications Ltd

Motorola Solutions products

- 4 DR 3000 Base Stations (with Capacity Plus)
- 50 SL4000 and 31 DP4600 handsets
- Motorola earpieces and microphones

Applications

- EICC employees can communicate with each other over two-way radio, wherever they are on the site
- EICC clients can also use the two-way radios for unrestricted communication throughout the building

CASE STUDY

DIGITAL TWO-WAY RADIOS AT EICC

“The transmissions are a lot clearer, our coverage is greater, and our flexibility to operate within our own environment is greater. We now have the facility to split events on different channels, so we can have simultaneous events running side by side on separate communications systems. It has been hugely beneficial.”

Rew Ferguson, security manager, EICC



THE CHALLENGE

To maintain the smooth running of the building, EICC staff teams, such as the caterers, need to be able to communicate with each other over two-way radios. Client teams managing each event may also need to talk to each other to make sure the event runs as it should.

EICC had been using an analogue wireless network from Link-Tel for nine years. It worked well, but the addition of a substantial new building to the centre provided an opportunity to upgrade to a digital system. Because the venue often houses several events at the same time, EICC wanted to be able to offer an unlimited number of discrete channels that clients could use.

The new building, which has two floors below ground, provided a challenge when it came to making sure that coverage was of the same high standard throughout the centre. Link-Tel began work in late 2012, and had completed the upgrade by spring 2013. A thorough site survey made sure that no part of the building was left without coverage.

THE SOLUTION

To deal with the challenge of achieving coverage across a large building which might have isolated spots that are hard to reach, Link-Tel installed a distributed antenna system, in which the antennae serve as repeaters, regenerating the signal at each stage.

In addition, Link-Tel installed MOTOTRBO Capacity Plus, a digital trunking system that delivers five times the capacity of a conventional analogue system and twice the capacity of a conventional digital system. It is easily scalable, accommodating up to 1,200 radios.

The EICC has been equipped with 50 MOTOTRBO SL4000 two-way radios and 31 Motorola Solutions DP4600 two-way radios. The SL4000 radios are thin and light, so easily

portable, and are used by event planners and managers, as well as clients using the conference facilities. The radios are highly versatile. Features include Intelligent Audio, which automatically adjusts the radio volume according to the environment's noise level, integrated Bluetooth and a covert mode that enables users to be discreet.

The larger MOTOTRBO DP4600s are used for shop floor workers, engaged in activities such as moving furniture. Their rugged build means that they can withstand being knocked about or dropped on a hard surface.

THE BENEFITS

The new digital radio system has provided several benefits. There is now complete coverage over the entire site, both above ground and below ground, with no weak spots. This even extends to the outside so that, in the event of an evacuation, security managers outside the building can communicate directly with the control room, which is below ground level.

The transition from analogue to digital has made for greater clarity and consistency of sound, making the two-way communication smooth and easy.

The DP4600 handsets also provide a dedicated emergency button for safety. If a lone worker presses the button, the operations room can send help immediately.

The ability to offer multiple channels has proved hugely beneficial both for EICC staff and for clients. Each of EICC's departments has its own separate channel, as well as a main operations channel that they default to. Simultaneous events can run side by side on separate communications systems, and members of client teams can communicate with each other without interrupting the free running of the EICC. Clients have been so impressed with the system that two have contacted Link-Tel for more information.

Benefits

- **Wall-to-wall coverage:** Employees and clients can use the two-way radios for communication wherever they are in the centre
- **Clarity of communication:** Users experience excellent sound quality over the two-way radios, even when below ground
- **Multiple channels:** Different clients can have their own separate communication channels so that neither is interrupted by the other

For more information on how Motorola Solutions' MOTOTRBO™ digital two-way radio system can improve the efficiency and safety of your teams, please visit us on the web at www.motorolasolutions.com/mototrbo or access our global contact directory at www.motorolasolutions.com/contactus

MOTOROLA, MOTO, MOTOROLA SOLUTIONS and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under licence. All other trademarks are the property of their respective owners. ©2014 Motorola Solutions, Inc. All rights reserved.

