



# DUTCH AMBULANCE SERVICE DEPLOYS LATEST IN MOTOROLA SOLUTIONS TETRA RADIOS

THE SMALL, LIGHTWEIGHT MXP600 WITH EXCELLENT AUDIO AND BATTERY LIFE IS DELIVERING FRONTLINE SAFETY



## GGD KENNEMERLAND AMBULANCE SERVICE

The GGD Kennemerland Ambulance Service provides 24/7 emergency or scheduled ambulance transport and care across Kennemerland, a coastal region in north-west Netherlands. The service is headquartered in Haarlem and has ten ambulances, a rapid response unit (a car without patient transport capacity), an ambulance motorcycle and four ambulance bicycles, which are mainly used during events or busy hospitality evenings in the city centre. The team mostly consists of ambulance nurses, ambulance drivers and control room operators; however, the service also employs secretarial, logistical and policy support staff.

## CHALLENGE

The GGD Kennemerland Ambulance Service had previously deployed Motorola Solutions MTP850 TETRA portable radios. However, these radios were installed over ten years ago and had become outdated and the batteries had to be recharged or replaced during shifts. Kennemerland wanted to update its radio fleet to the latest technology. Having been so impressed with the life cycle and performance of the previous Motorola Solutions portable radios, and having MTM5400 Mobile Radios already deployed in the ambulances, it was

keen to remain loyal to the brand. Kennemerland therefore approached long-term Motorola Solutions partner SMELT Europe B.V., who had won the radio communications tender for the 17 Dutch fire service regions. As the fire services are divided into the same regions as the ambulance services, and operate on the same countrywide emergency services TETRA network (known as C2000), SMELT has naturally progressed to supplying communications solutions to some ambulance services too. Kennemerland asked SMELT for its recommendation.

## CUSTOMER PROFILE

**Organisation:**

GGD Kennemerland  
Ambulance Service

**Partner:**

SMELT Europe B.V.

**Industry:**

Emergency Services

**Location:**

The Netherlands

**Motorola Solutions Products:**

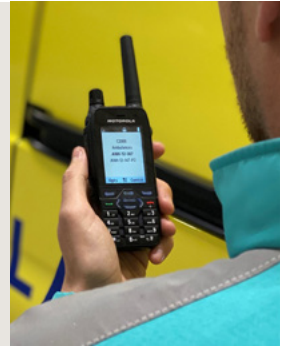
- MXP600 Mission-Critical TETRA Portable Radios
- MTM5400 Mission-Critical TETRA Mobile Radios
- Range of TETRA accessories including IMPRES™ 2 batteries, Charging Stations, Remote Speaker Microphones (RSMs) and Soft Leather Carrying Cases

## CASE STUDY

GGD KENNEMERLAND AMBULANCE SERVICE

**“I use the MXP600 radio on a daily basis and I also work in the 112 control room. In our job, communications are mission critical. We need to communicate without delay. We need the right radio. And the new MXP600 TETRA radio ticks all the boxes. The size is key. We have to carry such a lot of equipment that having a smaller radio makes a massive difference for us. But it’s not just the size – it’s the ease of use, the functionality and the exceptional audio quality. I would happily recommend the MXP600 radios to any other ambulance service. And SMELT, who recommended and supplied the radios, is a proactive, flexible and knowledgeable partner.”**

Joeri Boer, Ambulance Nurse and Dispatcher at the 112 Ambulance Service Control Room, GGD Kennemerland Ambulance Service



## SOLUTION

SMELT presented Kennemerland with an MXP600 trial unit that was an instant hit. There followed a comprehensive testing phase where all team members were able to feed back on the radios, before they were validated on the emergency services system and configured and programmed accordingly by the C2000 specialist technical team, working in close collaboration with SMELT. SMELT provided the radios with encryption keys, so they could be used on the C2000 network. Both the C2000 team and SMELT were impressed with the MXP600's ease of configuration and programming.

Now, at the beginning of their shift, each ambulance driver and nurse (the usual ambulance team in the Netherlands) collects an MXP600 radio from the station's new, bespoke charging wall, which SMELT modified for Kennemerland. The ambulance teams wear the MXP600s in the soft leather carrying cases on their belts and, during major incidents, they also have the option to use an RSM and an earpiece, so they can work hands-free and receive audio discreetly.

Teams receive job alerts on their pagers and then use their radios to communicate, primarily via voice communications and status messaging, with the combined Haarlem based 24/7 emergency services control room (LMS Landelijke Meldkamer Samenwerking). Each ambulance has its own channel and talk group but, if they are attending a big festival or major road traffic incident, for example, and several ambulances have to attend, the control room can temporarily patch these talk groups together; and if the ambulance teams need large-scale communications with the other emergency services, they also have interoperability and wider shared talk groups with the police and fire services, both regional and national.

## BENEFITS

Michel Frelink, General Manager at SMELT, comments: “The MXP600 is a game-changer for us. Its small form factor is unique for TETRA radios and Motorola Solutions. There's going to be a lot of demand for this radio.” Indeed, having seen the deployment at Kennemerland, other ambulance services are already contacting SMELT about the MXP600 with a view to deploying the new radio.

Joeri Boer summarises: “We are the first organisation in the Netherlands to deploy the MXP600. So, there's a lot of interest around them and we're happy to recommend them. They are perfect for ambulance services. They are so reliable, robust and powerful, despite their compact size and light weight; and the audio is exceptionally clear, which means we can hear and be heard, even if sirens are going off all around us.” Indeed, the MXP600 benefits from the latest in adaptive and intelligent audio from Motorola Solutions, with adaptive beam-forming noise suppression technology, wind noise mitigation, three microphones and a 2W loudspeaker. The latest IMPRES 2 batteries, meanwhile, ensure the radios easily last the whole shift, so Kennemerland no longer has to carry chargers in the ambulances; and features such as the large emergency button, the programmable side buttons, the full keypad and the large, clear display with an intuitive interface allow simple operation and easy communications.

Looking forward, Kennemerland may use other features of the radios, such as the Bluetooth 5 and associated accessories; however, for now, the ambulance service is content to be enjoying a successful collaboration with SMELT and Motorola Solutions, secure in the knowledge that it has the very latest in future-proof radio technology for efficient, secure frontline communications.

### Benefits:

- Ambulance teams really appreciate the MXP600's small form factor; it is lightweight and easy to carry, but rugged and has an IP68 rating and IMPRES 2 batteries to last the long shifts
- Features such as the large emergency button, programmable side buttons, full keypad and large, clear display with an intuitive interface allow simple operation and easy communications
- The innovative audio technology, powerful loudspeaker and background noise cancellation enable clear voice communications, even during high-volume large-scale emergencies
- The radios were easy to programme and configure for interoperability with the highly encrypted Dutch Emergency Services National TETRA network
- The improved communications are boosting safety and operational efficiency for the ambulance service during both individual and coordinated response efforts

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