



WAVE PTX™ delivers reliable, site-wide communications at the Giants Town Stadium in Tokyo

The Giants Town Stadium

The Giants Town Stadium opened in March 2025. It is the new venue of the Yomiuri Giants, a professional baseball team. The stadium is at the centre of Giants Town, a sports and entertainment hub being constructed in Inagi City, Tokyo. The wider hub will be formally opened in 2027.

As a Director of Yomiuriland Co. Ltd and President of Tokyo Giants Town Management Company, Senji Hasegawa holds a key leadership role in overseeing operations at both the Town and the stadium. He highlighted how Giants Town Stadium distinguishes itself from traditional venues: “Giants Town Stadium is much more than a development base for the Yomiuri Giants. It is also a focal point for the local community, hosting events such as amateur baseball, children’s sports classes, summer festivals and markets. The Town’s GROWINGGOOD concept aims to create a community-based multipurpose facility where players, local children and visitors can all experience positive growth together.”



**TOKYO
GIANTS
TOWN**

OntheWay

Customer

Giants Town Stadium

Industry

Stadiums
Sporting events

Solutions

- WAVE PTX broadband push-to-talk service
- 80 x TLK 100 WAVE PTX radios
- Accessories, including D-style and earbud earpieces, remote speaker microphones (RSMs) and multi-unit chargers



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Challenge

Previously, the Ballpark Business Division, which was overseeing the stadium's opening in March 2025, was using a competitor DMR system. However, this solution did not deliver the required level of communication. The stadium is a complex structure with thick concrete walls, and communications between the control centre on the third floor and the ground-floor offices and the field were unstable. Calls often dropped or failed to connect. As Yohei Ando, Manager of Corporate Sales Promotion, Ballpark Business Division, explains: "As professional baseball games are televised, we can't afford even the slightest delay on match day. So we really do need operations to run smoothly, which means we need reliable, instant radio communications."

With games approaching, Giants Town Stadium urgently required a solution for its communication challenges. The stadium sought a radio solution that could penetrate physical obstacles while providing dependable, extended coverage. This would allow personnel to maintain contact with a nearby baseball stadium approximately 1km away, as well as with off-site staff, such as shuttle bus drivers.

Solution

Having explored various alternatives, Giants Town Stadium decided to switch to Motorola Solutions WAVE PTX broadband push-to-talk over cellular service and equip its teams with TLK 100 radios. WAVE PTX radios leverage the area's robust mobile network to provide dependable, high-quality audio. This allows for seamless coordination within the stadium, with the secondary

venue, and across the team of mobile workers operating off-site. Mr Ando evaluates their decision to deploy WAVE PTX: "The solution was the perfect choice for our needs. Of course, with a system that works over cellular networks, there is an inherent risk in case of a large-scale outage; however, this was outweighed by the signal strength within the stadium and the benefit of the vast area we can cover with the radios, which is especially important as we continue to grow the facilities."

Giants Town has now deployed 80 TLK 100 radios for daily use across various departments, including security, operations, parking, shuttle buses and traffic control for unified communications.

Users particularly appreciate the excellent call stability and voice quality, as well as the TLK 100's functionality, versatility and lightweight (170g), ergonomic design with a shorter antenna, which makes it ideal for busy stadium staff moving around the site. The radio is also designed to be robust and durable enough to withstand occasional drops in the stadium's harsh working environment and during the wider hub build.

Various earpieces can be swapped according to the task at hand. Normally, radio users are equipped with D-style earpieces; however, users near the grandstands wear earbuds, as noise levels are high due to background music and in-game announcements. Selecting the right accessory for the right area of the venue helps ensure users can always hear and be heard. The ease of changing earpieces also helps maintain hygiene standards.

“Tokyo Giants Town is preparing various facilities such as an aquarium, dining, and commercial establishments, in anticipation of its grand opening in 2027. Indeed, in the future, people will visit not only for baseball games but for a multitude of reasons, and we will need to seamlessly manage and coordinate operations between the stadium and the surrounding facilities and parking areas. In that regard, I believe that the call quality, communication stability, and extensive coverage area of the TLK 100 radios are essential.”

Seiji Hasegawa, Director, Yomiuriland Co., Ltd. Ballpark Business & Tokyo Giants Town Division, President, Tokyo Giants Town Management Company



Outcomes

WAVE PTX has significantly improved communication quality within the stadium and beyond. Miharu Inoue from the company's Ballpark Operations Department works inside and outside the stadium with a TLK 100 in hand during games and events. She commented, "I was simply impressed by how clear the audio is and staff members who have experience using other radios are also very positive about the radios."

Indeed, the radios have solved a range of challenges. Previously, there were areas in the stadium where the signal was unstable; users could not always connect to the system. This made it difficult to share information during games and events. However, WAVE PTX enables reliable, clear voice communications in all areas. This helps operations teams run matches and events smoothly and provide high-quality customer service.

In addition to providing call clarity and reliability WAVE PTX offers Giants Town Stadium the advantage of borderless communication. For example, teams can make calls from the company HQ or the shuttle bus stop near Keio Yomiuriland Station, or even from a training camp in Okinawa. Giants Town Stadium is still investigating how they can fully utilise this wide-area connectivity; however, Mr Ando highlights one instance where the TLK 100s proved invaluable in this regard:

"One example is the Eastern League game held at Fuchu Civic Stadium in May 2025. Because we also had work at Giants Town Stadium, we had to split the operations team into two. The Fuchu Civic Stadium is about 7km away from our stadium. We were still testing the TLK 100 at the time, but we were able to seamlessly connect the two venues and carry out our duties with peace of mind. There was an incident during the game, and we needed an ambulance at Giants Town Stadium. Using the TLK 100, we quickly dispatched officials in Fuchu to assist. Later, in July, we organised simultaneous games at the new and old stadiums, and here too, the TLK 100 successfully connected the two stadiums."

Indeed, the Giants Town Stadium's operations teams feel the WAVE PTX radios are enhancing operational efficiency and safety, and they look forward to continuing their collaboration with Motorola Solutions.



Benefits:

- Clear, stable voice communications enable effective, real-time coordination
- WAVE PTX delivers reliable coverage across the extensive Tokyo Giants Town site
- The TLK 100 radios are robust, yet easy-to-use, lightweight and compact
- The radios have an IP54 rating to ensure they remain fully operational even in heavy rain, and come with a wide range of accessories and headsets suitable for various uses and situations





For more information about Motorola Solutions' WAVE PTX solution and radios, please visit: www.motorolasolutions.com/waveptx

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