

JK Wildlife

Motorola Solutions' reliable, easy-to-use body camera solution boosts efficiency for Singapore wildlife conservation organisation

JK Wildlife Pte Ltd is an organisation in Singapore dedicated to the conservation and protection of wildlife and natural habitats. It offers innovative solutions for wildlife management, research, and sustainable coexistence between humans and nature.

On a typical day, teams will rescue native wildlife who have lost their habits to urbanisation, or who are ill or injured, help animals that fall victim to the wildlife trade and even support abandoned or displaced domestic animals.

The organisation currently has seven experienced full-time employees as well as dozens of volunteers, and not forgetting Orbi, the rescue cat. Teams come from different backgrounds, including those who have previously worked in wildlife services, to wildlife researchers and animal enthusiasts.

Customer

JK Wildlife Pte Ltd

Industry

Wildlife conservation

Partner

Technics Communication & Electronics Pte Ltd (TCE)

Solutions

- VB400 Body Camera
- VideoManager Enterprise
- RFID cards and readers
- 14-dock charger
- Klick Fast 4-point chest harnesses



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Challenges

With the nature of its work, JK Wildlife is required to provide first-hand perspective video footage of animal rescues or incidents to its customers, including various government agencies like the National Environment Agency.

Previously JK Wildlife had tried various competitor body-worn cameras; however, none of these could provide the reliability or quality they needed, which led to significant challenges, jeopardising its contracts and eroding trust with key clients.

The competitor solutions were also often cumbersome and awkward, complicating daily operations and further hindering efficiency.

The combination of these issues underscored the urgent need for a more robust, user-friendly, and reliable solution to meet JK Wildlife's operational needs, to meet customer expectations and ensure compliance.



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I've been using body-worn cameras for the past four years, and I've accumulated quite the tech graveyard under my desk – filled with cameras that weren't rugged enough, were hard to use, or demanded too much of my time.

– Joe Kam, Director & Wildlife Specialist, JK Wildlife Pte Ltd



Solution

JK Wildlife approached Motorola Solutions partner Technics Communication & Electronics Pte Ltd (TCE) to discuss the challenges it was facing; TCE recommended Motorola Solutions' VB400 body cameras with VideoManager Enterprise software. TCE provided end-to-end assistance for the customer, starting with a seamless demo installation. Then its team consulted with JK Wildlife to understand its storage requirements, offering tailored recommendations to ensure optimal performance and future scalability.

The installation process was efficient, enabling TCE to deploy both the demo and the subsequent body cameras in under two hours, minimising disruption to JK Wildlife's operations. Sean Yee, Business Development Executive at TCE comments: "As the VB400 body cameras are new technology for us, Motorola Solutions' commitment to training us in all aspects of the system has been instrumental. The thorough understanding we have developed of the solution enabled us to confidently deploy the demo for JK Wildlife, customizing the system and cameras to perfectly align with its unique requirements."

TCE also offers ongoing comprehensive on-site and off-site technical support, to ensure JK Wildlife receives prompt assistance and guidance whenever they need.

Each time a JK Wildlife team is involved in an animal rescue, they are expected to record events, in case of any incidents, either involving the wider public or the animals themselves.

Before going out on a job, users tap their RFID card against the VideoManager RFID reader and are assigned a body camera, so they will be tagged and all footage assigned specifically to them for reporting reasons. Usually, two or more team members attend each call out, with two wearing the robust body cameras on Klick Fast 4-point chest harnesses; this provides a sturdy mounting platform and a good vantage point from which to record, whilst enabling users to work hands-free. Peer-assist has been enabled so, whenever one camera starts recording, the second camera in its vicinity is also set in motion. The robust VB400s also have pre and post record function, to capture moments before and after recording; these functionalities ensure nothing vital is missed.

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Switching to Motorola Solutions' VideoManager and the robust VB400 body cameras has been a total game-changer for my operations. I no longer worry about cameras failing or losing footage. It's a simple plug-and-play solution. VideoManager allows me to seamlessly access recordings by date, time, or user, saving me time, money, and frustration. It's so easy to use, even without any training, and requires very little maintenance.

– Joe Kam, Director & Wildlife Specialist, JK Wildlife Pte Ltd





The cameras have a long-life battery that can record up to 12 hours, as well as 64 GB of storage and low-light (low lux) capability, so JK Wildlife teams know they will be able to reliably record all the video and audio they need when responding to call outs.

Once teams return to the office, they dock the VB400s for charging simultaneously to the seamless offloading and archiving of footage directly onto the JK Wildlife's server without the need for human intervention. Moreover, teams can quickly and efficiently locate, prepare (associating frame counter, date, time, and user metadata), process, and share the evidence captured with their customers when needed.

Benefit

JK Wildlife has found that the VB400 body cameras are perfectly suited to meet the demanding needs of its operations; users work in a range of environments and often challenging conditions, yet the VB400s always deliver reliable performance. User feedback has been excellent. Additionally, VideoManager has revolutionised the archival and retrieval process for JK Wildlife. User intervention is no longer required to retrieve footage from the body cameras, as the process is now entirely automated. The intuitive interface also makes locating and managing footage incredibly simple and efficient; they now have a system they can trust to deliver critical data when needed. The whole solution helps JK Wildlife to streamline its operations and enhance workflow efficiency.

Joe Kam summarises: "We really appreciate the simplicity and reliability of the Motorola Solutions body camera solution. I know I can quickly locate the footage when I need it and I no longer need to spend valuable time managing our video processes. The intuitive interface and high levels of automation save me about six hours a week of repetitive, administrative work; this allows me to focus on more critical tasks, which in turn boosts operational efficiency and productivity. Furthermore, TCE has shown incredible understanding of the product and provided excellent service and support."

Indeed, the deployment has been so successful that JK Wildlife is currently looking at Motorola Solutions' broadband push-to-talk solution, WAVE PTX over LTE for robust, instant communications across the island. This would also offer the option of pairing the WAVE PTX TLK110i radios running Fall Alert with the VB400s, which means, should the user either press the emergency button or the radio detect that the user has fallen, the VB400 will automatically start recording, to enhance the safety of the user and traceability of any incidents.

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Our mission is simple. We want to facilitate human and wildlife coexistence. Our team is full of wildlife lovers who want these animals to be able to coexist with us humans.

– Joe Kam, Director & Wildlife Specialist, JK Wildlife Pte Ltd





VB400 body cameras with VideoManager Enterprise software

- Robust, reliable, easy-to-use body cameras with hands-free operation and long battery life
- Pre- and post-record functionality, as well as peer-assisted recording, to ensure critical footage is captured
- VideoManager Enterprise: simple video management and intuitive user interface
- Meets customer SLA requirements for requested footage with secure file encryption
- Streamlined operations, time-savings and enhanced workflow efficiency

To learn more, visit: www.motorolasolutions.com

