



# EAST AFRICAN SECURITY COMPANY DEPLOYS WAVE PTX™

FOR RELIABLE COMMUNICATIONS ACROSS NAIROBI SUBURB OF KITISURU



## SENACA EA

Senaca EA is a security company in Kenya, which started as a modest indigenous company in 2002. Senaca EA is licensed to operate across East Africa and has since become one of the fastest-growing businesses in the region, now boasting a network of nationwide branches and a clientele in Kenya and beyond. The company was established with the aim of providing tailor-made and innovative solutions at a competitive price. Senaca EA offers commercial and residential security services, technical security solutions and canine services.

## CHALLENGE

Senaca EA provides residential security services for many private clients in Kitisuru, an affluent residential suburb to the north-west of Nairobi, the capital and the largest city of Kenya. Senaca EA had previously been using analogue two-way radios operating on a network managed by the Communications Authority of Kenya in the area. However, due to the rolling terrain, the long distances covered and the large, lush estates, often extensively wooded, this network was not affording reliable communications across all the patrol zones. As Raymond Kimutai, Technical Services Executive, BCE Systems, explains: "Communication, specifically mission critical communication, is essential for all security firms. This can be a pain point for most organisations

offering security services, because of the nature of their work." Network licence fees were also high, as were maintenance costs for the ageing hardware, and Senaca EA was keen to reduce communication operational costs, so this budget could, instead, be put towards further improving customer service and investing in its staff.

BCE Systems had contacted Senaca EA during a security marketing campaign about the latest Broadband Push to Talk (BBPTT) technology and, having visited and surveyed the Kitisuru zone, BCE Systems suggested Senaca EA trial Motorola Solutions WAVE PTX as an efficient and cost-effective alternative.

## CUSTOMER PROFILE

**Organisation:**

Senaca East Africa (EA) Ltd.

**Partner:**

BCE Systems Ltd.

**Industry:**

Private Security

**Location:**

Nairobi, Kenya

**Motorola Solutions Products:**

- WAVE PTX
- TLK 100 two-way radios
- WAVE PTX Mobile app

**“BCE Systems recommended a Motorola Solutions WAVE PTX broadband push-to-talk communications system for the area we patrol in Kitisuru, as traditional radio communications were always slightly problematic in that zone. Our security guards appreciate the new system as they know they can always reach the supervisor or other security officers promptly, wherever they are on their patrols. They are also really pleased with the audio quality. From a business perspective, we appreciate the reduced operational costs and the excellent service and support BCE Systems delivers. It is a win-win situation, which ultimately means we can deliver a better service to our customers.”**

Annette Kimitei, Managing Director, SENACA EA



## SOLUTION

The trial was a success, and Senaca EA has now equipped its guards on patrol in Kitisuru with TLK 100 radios. The supervisor for this zone, meanwhile, has the WAVE PTX Mobile app installed on his smartphone, so he can coordinate and communicate with his field workers from Senaca EA's HQ on the other side of Nairobi. BCE Systems provided training, offers comprehensive ongoing support, maintains and updates the radios. It initially also supplied and managed the devices' SIM cards, topping up data bundles as and when required.

The security guards use their TLK 100s operating on a local operator's mobile network for instant PTT communications when on patrol, or Senaca EA's wireless network when at HQ at the beginning or end of their 12-hour shifts. Currently, the system is only used for voice communications, either private or all users calls. User feedback was very positive, with guards specifically citing the robustness, ease of use and long battery life of the compact TLK 100s, as well as the reliable connectivity and crystal-clear audio along all their tour routes. The IP54 rating also means the radios can be safely operated in very hot, dusty conditions or heavy downpours.

## BENEFIT

Senaca EA is now benefiting from reliable PTT communications, with optimal uptime for its guards deployed across the Kitisuru district. This results in improved operational efficiency, a faster, more coordinated incident response and subsequent improved customer service and job satisfaction. Senaca EA now has improved management of its costs, due to the elimination of analogue network licence fees and repair charges associated with the ageing analogue radio fleet and hardware. Instead, WAVE PTX has a predictable, low cost per user subscription fee with no capital expense in significant infrastructure. Senaca EA also appreciates

the ease of management and the flexibility to connect other devices, such as tablets or smartphones, to the network via the WAVE PTX Mobile app. As Sam Wairua, ICT Manager, Senaca EA, comments: “The extension of WAVE PTX to other digital devices is a real advantage, as it means our supervisors can just use their mobile phones to connect in directly to the guards in the field.”

Moving forward, Senaca EA is planning to deploy WAVE PTX Dispatch. This will enable a dispatcher to log in from HQ to manage the guards patrolling Kitisuru. Moreover, using the location and tracking function on the dispatch console, the coordinator will also have a visual on the radio users and be able to track their movements in real time. This will further improve worker safety, security and effective emergency response. Senaca EA is also investigating the possibility of installing TLK 150 mobile radios in patrol cars, as well as extending the use of WAVE PTX to other locations in the Nairobi area.

### Benefits:

- Reliable, instant, crystal-clear communications for security teams
- Region-wide coverage, with possibility to extend to nationwide
- Reduced operational costs
- Fast installation, no infrastructure
- Ease of use and management
- Flexible, scalable system

