



PRIORITIZING PERSONNEL SAFETY, ENHANCING FACILITIES MANAGEMENT

MAKING AN IMPACT WITH ALWAYS-ON WAVE PTX SERVICE

S-Tec System is a total security services company based in Seoul, South Korea. Its services include site monitoring, management of access control, fire alarms, security escort services and security consulting services. The company also aspires to be the No. 1 safety services company in the country, and is continually investing in technology to provide quality services to its clients.

The company recently embarked on rolling out digital radio communications to its clients, elevating the quality of its security services to new levels. Its decision to deploy Motorola Solutions' WAVE PTX LTE radio communication service and TLK 100 LTE radio devices came after listening to clients who shared that when security teams are at work, any call failure or delay in making a connection, even for a few seconds has the potential to compromise the security outcomes they have invested in.



Clients expected their security teams to have seamless, uninterrupted and clear communications at all times. They are expected to be responsive in the event of an emerging incident, efficient in coordinating a resolution, or to mitigate the incident, preventing it from escalating.

Security teams are also expected to be equipped with devices that are intuitive to use, and effective in managing an incident, such as being able to activate other security team members to take action instantly with a push of a button.

S-TEC SYSTEM PUTS THE SPOTLIGHT ON TWO WAVE PTX SERVICES AND TLK 100 USE CASES

SUNGKYUNKWAN UNIVERSITY

Sungkyunkwan University holds the reputation as the No. 1 private university in Korea. It has two campus locations – one in Seoul offering courses in Humanities and Social Sciences, and another in Suwon offering courses in Natural Sciences. Collectively, the university houses more than 36,000 students from all over the world. The Suwon campus also has 1,300 laboratories listed on the Ministry of Science and ICT's lab registry, with more than 800 of these holding chemicals that require industrial safety management, adherence to safety protocols and timely activation of emergency response plans in the event of a safety incident.

As a result, S-Tec System and Sungkyunkwan University decided it was a right choice to be using Motorola Solutions' WAVE PTX LTE radio communications solution.

Today, the security teams in Seoul and Suwon campuses uses 40 and 60 units of TLK 100 LTE radios respectively, while another 120 radios are in use by Facilities management teams. Teams enjoy reliable connections between school security officers and S-Tec security staff at all times, unlike its previous digital radios which experienced coverage limitations despite having repeaters installed to extend its coverage.

School security officers now also have better control over incident management. They can seamlessly communicate with S-Tec security staff to coordinate any situation, and do so effectively even if he/she has gone home or left the campus premises.

“Our campus stretches over a large area, with travel times from one campus to the other easily taking up to an hour. With our new environment supporting both digital radio and LTE communications, we now have seamless communications across all our teams.

With our Seoul and Suwon internal security teams connected with our S-Tec staff, decision making has been greatly improved. Little time is wasted to wait for a decision to be passed onto the right teams.

JEONG GYEONG-HO
Head of the Safety and Health Team,
Sungkyunkwan University



Safety incidents are rare at the university, but the university believes in taking proactive steps to ensure security staff and school officers are connected at all times, enhancing their abilities to secure the many buildings and facilities at the university.

At the Suwon Campus in particular, in the event of a false alarm such as a gas leak or a cooling system failure, the S-Tec security staff can contact the school security officer instantly for immediate instructions on what to do. As these situations often occur at night, the LTE radio communications have become a core infrastructure for the school's safety management protocol.

Crisp Voice Quality, The Most Reliable Communications

Jeong continued, "We've used many brands, but we eventually found Motorola Solutions' devices to offer the best performance and the most reliable communication quality. When we experienced heavy rain falls in August, for instance, we were able to effectively assist inexperienced safety officers at the Suwon Campus even though we were all at the Seoul location."

"When we had a campus festival at our Suwon campus with a large crowd of people, our TLK 100 LTE radios offered crystal-clear and loud voice communication despite our noisy environment. Our radios also support wireless Bluetooth connectivity, allowing us to speak hands-free using a body-mounted Bluetooth remote speaker microphone. The Motorola Solutions' remote speaker microphone is also really loud, so it played an important role in our event management."

For Jeong, taking his Motorola Solutions' EVOLVE, a push-to-talk LTE radio with a smartphone-like display screen, when he leaves work allows him to stay connected at all times with his team. "In the past, I just installed the WAVE PTX app on my smartphone, but it did not allow me to multi-task. I was not able to connect to the radio network when speaking on the phone. That is why I switched to using this smartphone-like LTE radio EVOLVE."

Sungkyunkwan University uses a gateway to interconnect digital radio and LTE communications. On the Suwon campus, digital radio and LTE communications are also interconnected via underground utility tunnels.

According to an official from the university, "Most of our equipment are connected underground, so communications with underground utility tunnels matter. Introducing Motorola Solutions' WAVE PTX and connecting it to digital radios allow us to ensure reliable communications in our underground utility tunnels."

GEUMGANG PENTERIUM IX TOWER

Geumgang Penterium IX Tower is located in Dongtan, Hwaseong City in Gyeonggi Province. The building is also commonly called the IX Tower, consisting of two blocks of 38 above-ground and two underground floor spaces that aggregate office buildings, residential units, and commercial facilities into one innovative building.

Unsurprisingly, this building holds a symbolic importance to the Geumgang Group and the company prioritized safety and security management for this cutting-edge project right from the beginning. As soon as the building design process began, Geumgang PMC, a company under the Geumgang Group, is responsible for managing safety at IX Tower and S-Tec, the outsourced security company introduced Motorola Solutions' WAVE PTX LTE radio communications solution to ensure no compromise on the quality of the facilities' safety management.

The S-Tec security staff were equipped with Motorola Solutions' Wave PTX service and its LTE radio, TLK 100 after the completion of the building construction. This ensured the expansive 40-storey building had access to seamless radio communication coverage at all times.

According to Choi Gwang-taek, Safety Manager for IX Tower at Geumgang PMC, "We've always used only Motorola Solutions' radios for the many buildings we managed. In building security management, we needed compact radios, and we found Motorola Solutions' radios to be free from radio interference, unlike other compact radios."

"As well, our teams are constantly on the move to conduct security patrols. It is therefore important that we can instantly connect, and accurately convey our message to one another without any delays or miscommunication. This is especially critical in the event of an unexpected emergency." Choi continued.

“ True to our motto to provide top-class safety management, we selected Motorola Solutions' WAVE PTX and TLK 100 because of the communication quality and performance it offered. ”

CHOI GWANG-TAEK
Safety Manager for IX Tower,
Geumgang PMC





The Motorola Solutions' TLK 100s used by security teams are also used by facilities teams handling machines, electricity, and pest control. Most communications involve confirmations of collaborative efforts and work assignments rather than for any emergency communication. Two things clearly stood out for the teams – first, the ability to instantly communicate without worrying about shadow zones, and second, to have clear communication without any interference.

“Using cheap radios may offer cost advantages. But for field staff, it creates headaches when teams experience shadow zones or interference when they are communicating underground or from higher floors,” said a Geumgang PMC official. “With the Motorola Solutions' LTE radio communication network, there is no need for repeaters to be installed.”

Choi continued, “The TLK 100 radio's Group-talk function is also very useful in allowing me to reach all staff at once with a push of a button. They may be scattered across this gigantic building, but I am able to talk to everyone with a push of one button.”

For more Information about WAVE PTX and its devices, please visit motorolasolutions.com/waveptx

