TRANSPORTES GAMBOA BETS ON INNOVATION AT THEIR DIGITAL COMMUNICATIONS, THROUGH WAVE PTX™

CASE STUDY | TRANSPORTE GAMBOA LIMITADA

MOTOROLA SOLUTIONS

TRANSPORTES GAMBOA LIMITADA ACHIEVES TO SPEED UP AND COORDINATE EFFICIENTLY THE INTERN COMMUNICATIONS OF THE COMPANY.

The transport and logistics industry, as one of the fundamental pillars of the economy, is essential for the mobility of commerce in general. As such, has had to adapt fastly to the new commercial dynamics of omnichannel sales, the immediate deliveries, the control of each shipping in real-time, the need to resolve incidents instantly. All this, to satisfy customers that are increasingly demanding and better informed.

THE COMPANY

Transportes Gamboa Limitada

Transportes Gamboa Limitada is a transportation and distribution company. It has more than 11 years of experience in the market and they have specialized in services dedicated to different industries and sectors of the national market, highlighting clients like Samsung, Prisa, Ripley, Unimarc, Iansa, Rosen, Alto La Cruz, Ariztia, Lg, Brightstar copr, Logytech, among others.

THE CHALLENGE

The company had to face the complex challenge to coordinate in an efficient way, with its entire staff. Being a large-scale company, good communication was needed among their employees of different areas, be they drivers, assistants, escorts, chiefs and managers, to be able to carry out the daily operations more efficiently and that the coordination of such teams.

Although they already had a digital radio communications system, the challenge to enlarge their business nationally, motivated Transgamboa to evaluate new alternatives of communication in this area. The logistics operations require interoperability between the communication devices, monitoring and dispatch that responds fastly to the requirements of each operation.

THE SOLUTION

In its constant search to stay updated within technology communications, the solution of WAVE PTX with 3 channels of communication was implemented, one of which is interconnected with one of its clients to achieve real-time coordination for its load dispatch. At the same time, a workstation was installed (DispatchConsole) in the Control Center to allow the monitoring of routes and interaction with the users. This web enablement also allows receiving immediate emergency alerts in case of any requirement of assistance by route collaborators.

The installation process lasted 2 counted days approximately from the sign of the contract with the service provider company.

SYNTHESIS OF THE IMPLEMENTATION

Company:
TRANSPORTES GAMBOA LIMITADA
http://www.transgamboa.cl/

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Location:
Lo Espejo, Región Metropolitana - Chile

Vertical Market:
Transportation and Logistics

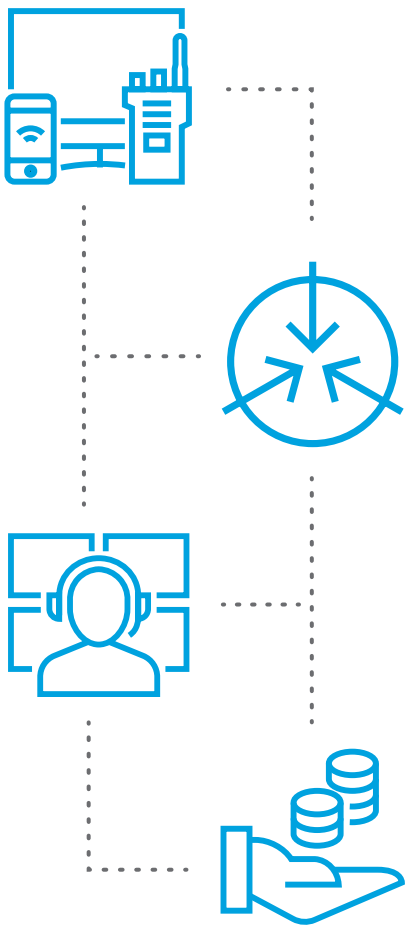
Intergrated Company of the solution:
Samsung Chile SDS

MOTOROLA SOLUTIONS PRODUCT

- TLK100

APPLICATIONS

- WAVE PTX
- WAVE SAFEGUARD DISPATCH
- GPS
- EMERGENCY ALERT
- CALLS RECORDING



THE BENEFITS

Thanks to the implementation of Motorola Solutions Wave PTX equipment, the company has low signal LTE national coverage. This benefited the internal communication of the company with their clients, which resulted in a bigger institutional growth.

The operations of the company got benefited. Greater and fluid communication allow feedback from different sectors of Transgamboa, providing improvements and greater efficiency in the course of daily operations. In these areas are included 170 direct employees, such as drivers, assistants, supervisors, escorts, chiefs and operation managers, and 50 external service suppliers.

As well, improvements were also seen in the effectiveness of the monitoring equipment, process monitoring, and the decrease of robbery attempts.

Lastly, thanks to the ergonomy and the affordability of the new Motorola Solutions equipment, the company managed to reduce costs and have a continuous improvement in communication, security and logistics.

"Mobilink gives us, through its products, a very important value in our dispatch operations of high-value shipments, because it allows at all times and places, to maintain the communication constantly in order to have better visibility of the work equipment and their crews, a critical need for our company. We are very happy to have a partner who understands the importance of having a constant and quality service, that supports our work and allows, facing our clients, to show ourselves as a reliable and serious company."

Ronald Gamboa, General Manager.

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