MIDDLE EAST MILITARY CITY BOOSTS OPERATIONS

MOTOTRBO™ IMPROVES RESPONSE TIMES, REDUCES COSTS

MIDDLE EAST MILITARY CITY

A military city in the Middle East, which spans a 110 km radius of desert land, provides housing and support services for army brigades and their families. To improve communications across the facility, the military city recently rolled out a MOTOTRBO™ digital two-way radio solution. The system allows operations and maintenance staff to clearly communicate with each other across the city in real time. As one of the first implementations of its kind in any military city within the region, the technology has helped improve response times, increase operational efficiency and reduce communication costs.

CUSTOMER PROFILE
Organisation:
Military City

Location:
Middle East

Industry:
Defence

Partners:
- Minerva Technologies JLT
- Ebttikar

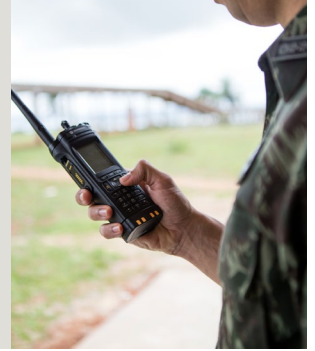**Motorola Solutions Products:**
- DM 3601 Mobile Radios
- DP 3601 Portable Radios
- MTR3000 Base Station/ Repeaters
- MOTOTRBO Linked Capacity Plus

Applications:
- Integrated voice and data on radio devices
- GPS tracking using SmartPTT interface
- Data analysis and reporting on staff movement history
- Call recording and network management
- Telephone-to-radio interface via landline network

"In a few short months, the MOTOTRBO digital radio system has already become central to all of the military city's communication needs. Operational managers are allocating tasks to staff more effectively and the constant flow of information has also helped improve productivity. By improving response rates, they have created a more efficient system in running their operations. The technology has also proved to be cost-effective by providing GPS tracking, network management, call recording and telephone interconnectivity all under one platform."

Richard Wilcox, Sales Director, Minerva Technologies JLT

CHALLENGE

The operations and maintenance team at the military city had been using the same analogue radio system to manage operations for more than 20 years. Network coverage was sparse and the technology had become obsolete. As a result, mobile staff were using costly satellite and GSM phones for communication purposes.

The organisation decided to evaluate the digital radio technology with a view to consolidating its communications on one platform for all personnel. It identified the need for a system that would provide coverage across the city, support data applications, deliver high-quality voice calls, track users and provide interconnectivity with its landline network.

SOLUTION

The military city decided to work with Motorola Solutions' partners, Minerva Technologies JLT and Ebttikar, who have long-standing experience in deploying large-scale digital radio systems in the region. Ebttikar and Minerva provided a complete MOTOTRBO solution using Motorola Solutions' DM 3601 vehicle-mounted mobile radios, DP 3601 portable radios and MTR3000 base station/repeaters. The system uses the MOTOTRBO Linked Capacity Plus digital trunking solution to provide continuous, reliable coverage across the vast area, as well as Point-to-Point (PTP) broadband links that connect the firing ranges to the main site.

Users' radios are integrated with GPS using the SmartPTT interface that bridges different types of network functions. The application allows the operations and maintenance control room to use a simple web-based mapping system to track the movement history and real-time location of all staff. This helps them assign the nearest staff member for a specific job, assess progress and get a complete overview of the network and its users. The application also records messages and manages call durations to ensure channel availability at all times while a telephone interconnectivity feature enables office staff to use landlines to connect to radio users and vice versa at no additional cost.

BUSINESS VALUE

The MOTOTRBO system is helping the operations and maintenance team do their jobs more efficiently by connecting them to the right people at the right time. For example, security guards use the radios to contact their superiors to ask for approval to allow people who do not have proper authorisation to enter or leave the site.

By tracking the real-time location of radio users, the organisation is also reducing response times to situations. For example, the control room can now monitor the movement of radio-mounted security vehicles patrolling the vast desert borders near the military city. In the case of a breakdown, the SmartPTT application can provide the exact location of the vehicle and help assign the nearest back-up. The technology also helps in coordinating resources quickly in emergency situations: on-site staff can raise the alarm by pushing the emergency button on their device. The system ensures prioritised calls get through to the relevant supervisor, who will then coordinate with the control room to dispatch the nearest emergency services team. By recording all calls, SmartPTT also documents how the incident was handled for reporting, planning and training purposes.

The system is also helping reduce administration. For example, maintenance staff can be sent jobs remotely and report from the field on their status to reduce paperwork and bypass the need for them to continually return to the office.

Money is being saved too. With full network availability on the radio devices, staff no longer need to use satellite or mobile phones. The radios are easy to use, minimising any technology training requirements. Also, with SmartPTT, the organisation is able to manage all radio communication functions on one cost-effective platform.

Benefits:
- **Improved efficiency:** Staff are connected to the right people instantly through one device
- **Increased productivity:** Easy and fast access to information makes better use of employee time
- **Faster response time:** Job tasks and emergencies are addressed quickly as less time is wasted locating people
- **Resource optimisation:** Real-time location and mapping system allows for better allocation of resources
- **Clearer communication:** High-quality digital audio ensures accurate communication
- **Superior design:** Rugged devices ideal for hot, desert environments
- **Easy to use:** Simple interface reduces time and money spent on training staff
- **Cost-effective:** Reduced GSM service costs; no additional landline charges with telephone interconnectivity
- **Return on investment:** Easy to expand network capacity and data services at little cost

For more information on how Motorola Solutions' two-way radio technology can improve the efficiency of your turnaround operations, please visit us on the web at www.motorolasolutions.com/mototrbo or access our global contact directory at www.motorolasolutions.com/contactus

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