



Motorola delivers end-to-end billing and provisioning system for Tetra Ireland



Motorola integrated Billing and Administration System supports Tetra Ireland's commercial operations

The Tetra Ireland consortium is building a national digital radio system (NDRS) in the Republic of Ireland. Based on Motorola's Dimetra IP solution, NDRS will enable a fully-integrated service and response via a national network using the Tetra digital standard. Rollout to the Dublin Metropolitan Region commenced in September 2008 (including the port and airport), with nation-wide coverage targeted for mid-2010.



Comprising Motorola, Eircom and Sigma Wireless, Tetra Ireland operates the network as a fully-managed commercial service, providing the emergency services, public safety and civil protection users with secure voice and data, robust radio coverage and inter-agency communications. With such a diverse base of mission-critical users, Tetra Ireland required an effective subscriber provisioning and management platform and has implemented Motorola's **MiBAS (Motorola integrated Billing and Administration System)**.

Providing fully-managed, mission-critical network services to Ireland's public safety and civil protection agencies

Following an extensive user training and change management programme, Tetra Ireland is to have migrated many thousands of users to NDRS by mid-2010. The operator faces a number of operational challenges – including provisioning and programming Tetra terminals and services to end-user organisations with agreed service levels, plus maintenance, management and monitoring of the network.

It therefore required an integrated solution for end-to-end radio activation, programming and subscriber management. With a target of 100 radio activations per day, the solution needed to support automation, design and maintenance of Dimetra fleet maps, and enable service billing and invoice generation at a subscriber and agency level, and for each service – i.e. dispatch calls, private, group, telephony, packet data and SDS (Short Data Service). Furthermore, Tetra Ireland needed a centralised database solution to gather network activity data for operation and reporting purposes.

Customer name
Pat Kelly, CEO

Company
Tetra Ireland

Technology partner
Eircom, Sigma Wireless

Service provider
Tetra Ireland

Industry name
Emergency services and other non-commercial public sector agencies

Product

- **MiBAS (Motorola integrated Billing and Administration System)**
- Provisioning and Fleet Management module
- Billing (and invoicing) module
- MiAnalyser – the MiBAS Traffic Analysis module

Solution Features

- End-to-end radio activation, programming and subscriber management
- Design, validation and maintenance of Dimetra Fleet maps
- Service billing and invoice generation on a subscriber and agency service level
- Predefined and ad-hoc reports

Benefits

- Centralised database of all customer care information
- Analysis and reporting of network performance and user behaviour
- Support for backup MSO and disaster recovery
- Billing based on agencies' radios and usage of services

“Tetra Ireland’s goal for end-to-end radio activations was exceeded, with more than 140 radio units activated per day with no additional staff. Activation is performed via MiBAS templates using the ‘Replicate Subscriber’ function. The system has also met our goal of bulk radio loading of newly-manufactured units into the MIBAS inventory.”

Pat Kelly, CEO

End-to-end subscriber management with MiBAS

The Motorola integrated **Billing and Administration System (MiBAS)** allows Tetra Ireland to store configuration files, talk groups, user names and IDs, to provision radios. It also facilitates all network billing, including off-net calls and packet data, while enabling the operator to conduct traffic analysis by region, site or user.

Rather than provisioning subscribers on an individual basis, MiBAS allows the operator to reconfigure and assign services by selecting and acting on multiple subscribers simultaneously. This has enabled Tetra Ireland to exceed its target for end-to-end radio activations, with more than 140 radio units being activated per day with no additional staff.

Tetra Ireland builds on Motorola’s MiBAS platform and Dimetra IP infrastructure

Recognising the need to ensure a fully integrated service and response, the Government awarded Tetra Ireland with an eight-year ‘build-own-operate’ contract for the NDRS, with Motorola supplying the main switching and network infrastructure (Dimetra IP), the majority of subscriber terminals and end-user training, plus a host of value-added services. However, central to the commercial operation of the network under this model was Tetra Ireland’s selection of the **Motorola integrated Billing and Administration System (MiBAS)**.

A proven solution with around 30 installations worldwide across public safety, commercial and enterprise networks, MiBAS is operated by Tetra Ireland and supported via the Motorola EMEA Systems Support Centre (ESSC), which provides 24/7 expert technical support. The MiBAS product suite includes the **Provisioning and Fleet Management** module, **Billing** (and invoicing) module, and **MiAnalyser** – the MiBAS Traffic Analysis module.

Developed to provide an innovative approach to activating and managing radios, MiBAS enables provisioning into the network (UCS) and supports the radio programming process. It also allows Tetra Ireland to gather and analyse network traffic data and regularly allocate subscriber costs for services consumed. The latter typically include services such as telephony, dispatch, packet data and SDS usage.

Tetra Ireland services are being delivered to individual organisations/agencies under the basis of the Government contract. MiBAS is used to provision radios, process all network billing and conduct live traffic analysis by region, site or user. MiBAS also includes security administration functionality designed to define the users who are permitted to access the system and the different operations that they may or may not perform. Data changes are logged and stored, together with information on the time of the change and details of the user who performed the change.

Tetra Ireland ensures seamless, flexible and efficient commercial operation

Using MiBAS, Tetra Ireland has been able to ensure network control, flexibility and efficiency while making service/radio activation quicker, lower cost and more customer-friendly. The Billing module periodically calculates the amounts by which Tetra Ireland’s customers are to be billed, based on agencies’ radios and usage of services. The resulting output is billing records that are directed to the Invoicing module. In addition, the Customer Care module provides Tetra Ireland with a single point of entry to the entire product suite, using a centralised database where all the information is saved.

With a single data entry point for network elements and radios, all data entered into MiBAS can be distributed to the network and radios, allowing for quick configuration by applying predefined templates. Fleetmaps for example, have been created as an inherent design feature of the network, enabling each agency to operate its own talk groups, and talk to other agency talk group. In addition, MiBAS allows Tetra Ireland to perform operations on multiple radios simultaneously – e.g. mass additions, configuration changes, activations, deletions and on-going changes.

“Tetra Ireland’s goal for end-to-end radio activations was exceeded, with more than 140 radio units activated per day with no additional staff,” says Pat Kelly, CEO, Tetra Ireland. “Activation is performed via MiBAS templates using the ‘Replicate Subscriber’ function. The system has also met our goal of bulk radio loading of newly-manufactured units into the MIBAS inventory.”



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www.motorola.com

Motorola, Ltd. Jays Close, Viabes Industrial Estate,
Basingstoke, Hampshire, RG22 4PD, UK