



ENSURING INTEROPERABLE COMMUNICATIONS THROUGHOUT SOUTH CAROLINA

MOTOROLA MANAGED SERVICES



LACK OF INTEROPERABLE COMMUNICATIONS HAMPERS ABILITY TO RESPOND

In the face of several catastrophic natural disasters, beginning with Hurricane Hugo in 1989, South Carolina's state and local public safety and law enforcement officials found that the lack of interoperable communications severely limited their ability to communicate and collaborate between agencies. To ensure this never happened again, then-Governor Carroll Campbell established Partners in Preparedness, an advisory board, to lead the state's quest for interoperable communications.

Partners in Preparedness, whose members included Motorola, Bell South, SCANA and other organizations, focused on helping to develop multi-agency interoperability throughout the state. As a result, SCANA Corporation, an \$8 billion energy-based holding company headquartered in Columbia, SC, funded the beginnings of a statewide network on a fee-for-service basis. Within five years, SCANA had built up the network to a 42-site system.

SCANA REACHES OUT TO MOTOROLA

It was a good start but SCANA, whose traditional businesses included electric and gas utilities and telecommunications, soon found that running a statewide two-way radio network was challenging, costly, and re-focused attention away from its core business. In addition, although public safety personnel were eager for completion of the statewide build-out, SCANA was unable to stretch its existing resources to comply.

The company began to look for a cost effective strategy that would provide users with seamless coverage, consistent reliability, and total end-to-end network support. SCANA reached out to Motorola to discuss the best approach to not only complete the build-out but to also develop a comprehensive network support solution that would ensure the highest levels of network availability for its public safety users. Motorola proposed an operations and support plan that provided for end-to end network support including 24x7 network monitoring, local technician dispatch, technical help desk support, and repair and restoration with multi-level response procedures.

CASE STUDY

MOTOROLA MANAGED SERVICES IN SOUTH CAROLINA

With all terms negotiated and agreed upon, Motorola took over management and support responsibility in July 2001 and the following year assumed network ownership. Now it was up to Motorola to complete Governor Campbell's vision of an integrated, interoperable, statewide network that would serve and protect people and property throughout South Carolina.

COMPREHENSIVE MANAGED SERVICES SOLUTION TRANSFERS NETWORK RISK TO MOTOROLA

The statewide interoperable network, named Palmetto 800, now covers the entire state of South Carolina and portions of Georgia. The network has more than doubled its user base to nearly 22,000 local, state and federal Public Safety and Public Service users, as well as direct interoperability with an additional 15,000 private system subscribers.

Owned and operated by Motorola, the network is maintained by SCANA's radio shop, supported by 20 Motorola authorized service centers located across the state, and staffed by a dedicated Motorola team of support professionals. Providing end-to-end support, the network operates 69 sites and provides full Level 6 interoperability throughout the state.

"With so many of us concerned about homeland security, it's critical that public safety personnel from one agency are able to communicate via radio with personnel from other agencies," says Robert E. Lee, Jr., former program manager for Public Safety Wireless Network, an organization that assesses interoperability. "This type of interoperable communications can mean the difference between life and death."

In addition, the Palmetto 800 network is monitored 24x7 with alarms reporting directly to Motorola's Network Operating Center (NOC). System Technologists at the NOC analyze the alarms and either resolve the situation remotely or dispatch local field technicians to the site. The emergency response procedures Motorola put in place were specifically designed to parallel the state's own Emergency Management Division.

BUDGETED SUPPORT COSTS, PROVEN RESPONSE PROCEDURES, END-TO-END NETWORK SUPPORT

Today, Palmetto 800 is the largest public safety network in the country to offer multi-agency interoperability, linking local, state and federal agencies with major utilities and health care providers.

Motorola Managed Services solution ensures that the State of South Carolina incurs no infrastructure equipment or maintenance costs. Motorola is responsible for total network support, scheduling upgrades, planning for technology evolution, and ensuring that the network will be on the air and available to users wherever they are in the state.

The customized business model also enables:

- Reduced financial risk due to fixed cost of support
- Economical access to the latest digital technology, including software upgrades
- Users Advisory Council that provides ongoing oversight and input to Motorola
- Integrated supply chain, providing economy of scale to user agencies
- Complete system support, including video cameras, radars, sirens, etc.

"Palmetto 800 has become a role model for statewide interoperability with agencies from around the world coming to see the network," says George Crouch, Wireless Technology Manager, Office of the CIO for South Carolina. "Motorola completed the network buildout, upgraded to a next generation master site, and continues to evolve the network to the latest technology."

In addition to interoperability, the network allows South Carolina to better manage and deploy our first responder assets from across the State during disaster situations to meet our most critical needs.

"Having Motorola Managed Services in place has been a cost effective solution to provide around the clock network support giving our users confidence that the network is ready for them when they need it most."

- George Crouch,
Wireless Technology
Manager, Office of the
CIO for South Carolina

For more information on how Motorola Services can help your business visit motorolasolutions.com/services or contact your local Motorola representative.

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