Bhutan Kingdom goes with TETRA to Keep Regional Summit Safe

The Kingdom of Bhutan's first mission-critical digital TETRA solution was deployed by Motorola to keep head of State and dignitaries safe from security threats at the recent 2010 SAARC Summit.

The national security agencies of the Kingdom of Bhutan has chosen Motorola Enterprise Mobility Solutions' Dimetra™ LiTE as the communication platform for the 16th South Asian Association for Regional Cooperation (SAARC) Summit that was held in April in the capital city Thimphu, Bhutan.

A national first and a major milestone for the country, Motorola's TETRA (TErrestrial Trunked RAdio) solution marked the move into a new era of digital and secure communications and the first full TETRA mission-critical digital system for the security agencies in Bhutan.

"Hosting the 16th SAARC Summit was a high point in the history of the Kingdom. Such a significant occasion required round-the-clock failsafe security for the visiting national leaders, dignitaries, and hundreds of delegates," said Bhutan's national Police Chief, Brigadier Kipchu Namgyel.

"To ensure we met these needs we had to look for a solution that was best-in-class, secure and trusted. We selected Motorola for the company's global expertise, track record and ability to customise solutions to our requirements."

"The fine tuning of the system took some time but the 24/7 support from the local partner ensured we were fully prepared well before the Summit, and help was always available whenever we required," Namgyel added.

"Our expertise in providing public safety communications solutions combined with our experience working with security and government agencies for global events won the trust of the Bhutanese public safety agencies", said Michael Aw, regional sales manager, South Asian Region, Government and Public Safety, Motorola.

Customer Profile

Company
Bhutan Police

Technology Partner
Ugen Trading House

Industry
Public Safety

Motorola Products
Dimetra™ LiTE
Solution Suite

Meeting the Challenges

A high profile gathering of national leaders from various South Asian countries in a city nestled in the Himalayan mountains will always pose a challenge to any security agency. The secure, digital trunking solution provided by the TETRA communication backbone, however, was perfectly suited for the high security environment and trade missions.

The set up at the summit included a single-site Dimetra LiTE system with over 60 TETRA subscribers providing a highly resilient and secure (encryption enabled) network. Some of the features include full duplex cellular-like private calls, voice and short data services, emergency hot mic and embedded GPS for location tracking.

The radio network's security feature ensured that voice and data transmissions were kept confidential. The network also includes programming capabilities to respond to any emergency situation and provided security forces with full command and control capability, including the ability to form talk groups and collaborate with multiple agencies and user groups.

"The initial phase required some system fine-tuning, but Motorola was able to train and assist us to ensure that the TETRA system ran smoothly. In fact, Motorola's TETRA solution, unlike other commercial carrier systems, is designed from ground up as a lifeline for public safety users and first responders", said Ugen Norbu Jamyang, Director, Ugen Trading House, Motorola's long-term partner in Bhutan.

Motorola's TETRA portfolio includes infrastructure solutions, terminals, applications and services that are now used in 100 countries worldwide. The rugged, intuitively operated products from Motorola go through extensive tests during the development phase in order to ensure high quality and reliable handling under extreme conditions in Bhutan.

Growing Expansion in Bhutan

Motorola made its first foray in the Kingdom of Bhutan with the successful implementation of the first conventional system for the Bhutan Royal Body Guard. This was in the early 1980s, and since then, Motorola has secured significant projects for Kingdom's public safety systems.

In 1989, the first two-way radio system was supplied to the Royal Body Guards (RBG) and in 2000, the largest radio communication system in the country was set up by the RBG and the Royal Bhutan Army. The first MOTOTRBO™ system was rolled out in 2008 for as well as the first digital wireless broadband system in 2009 for the Royal Bhutan Police.

Today, Motorola commands over 90 percent of the installed base for two-way radios in Bhutan and has continued to strengthen its partnership in the country to bring the benefits of digital radio communications and wireless connectivity to both the government and enterprise sectors.

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