

## CASE STUDY

TETRA MANAGED SERVICES AGREEMENT AND WAVE FOR EWR NETZ GMBH



# POWERING FORWARD WITH MOTOROLA SOLUTIONS' TETRA MANAGED SERVICES AND WAVE WORK GROUP COMMUNICATIONS

EWR NETZ GMBH SIGNS A FIVE-YEAR MANAGED SERVICE AGREEMENT AND DEPLOYS WAVE GROUP COMMUNICATIONS TO FUTURE-PROOF ITS TETRA INFRASTRUCTURE



## EWR NETZ GMBH

EWR Netz GmbH (EWR) is the largest distributor of electricity, gas, water and telecommunications networks in the region of Rheinhessen and Ried, West Germany. It builds, operates and maintains the various networks, supplying approximately 230,000 electricity, 27,500 gas and 15,000 water customers. EWR Netz is a 100 per cent subsidiary of EWR Aktiengesellschaft. The EWR group has more than 500 employees and an annual turnover of circa 500 million Euros.

EWR has been successfully using Motorola Solutions' TETRA infrastructure since 2007. Its current system is based on a Dimetra IP Compact platform, with 39 antenna sites across the area, Dimetra IP switches, MTS2 base stations and MTP850 TETRA terminals. It has also just introduced WAVE Group Communications, which allows personnel on smart devices (smart phones) to communicate over the TETRA voice channels.

Knowing and trusting Motorola Solutions' technology, EWR wanted to continue using its TETRA infrastructure, but also wanted to outsource the maintenance of the system and reduce its total cost of ownership (TCO), whilst ensuring it always has the latest system and hardware upgrades. EWR chose a Motorola Solutions managed services five-year contract for end-to-end monitoring of its TETRA network. EWR and Motorola Solutions have jointly defined Service Level Agreements (SLAs), which will be tracked against Key Performance Indicators (KPIs.) This comprehensive agreement is Motorola Solutions' largest contract with a utility company in Europe and Africa to date.

The combination of the technology deployed and the managed services contract ensures that EWR has an innovative, future-proof, end-to-end TETRA solution.

## CUSTOMER PROFILE

**Organisation:**  
EWR Netz GmbH

**Industry:**  
Utilities

**Location:**  
Germany

## Motorola Solutions Products:

- Five-year managed services contract
- Dimetra IP Compact TETRA platform with 39 antenna sites, Dimetra IP switches and MTP850 TETRA Portable Radios
- WAVE™ Group Communications

## CASE STUDY

TETRA MANAGED SERVICES AGREEMENT AND WAVE FOR EWR NETZ GMBH

**“With the TETRA Dimetra IP Compact system we offer our customers future-oriented new services such as smart metering and grid automation capability. And the latest addition of the WAVE technology enables us and our local partners to communicate flexibly and reliably at any time, no matter which network or device they are using.**

**Signing the managed services contract was crucial for us to ensure that our mission critical systems are always available. Motorola Solutions takes care of everything for us. Since our TETRA network went live, Motorola has proved itself to be a consistently competent partner.”**

Johannes Krämer, CEO, EWR Netz GmbH



## CHALLENGE

EWR relies on its Dimetra IP network, not only for critical communications but also for grid automation and remote meter reading. It is therefore essential that its communications platform is always 100 per cent operational, efficient, reliable and secure. EWR knew it could trust Motorola Solutions' TETRA network. However, it wanted to reduce its investment risk and system responsibility, whilst increasing system efficiency and ensuring cost predictability and proper installation of the latest hardware and software.

## SOLUTION

EWR currently has a Dimetra IP Compact platform, with 39 antenna sites. The network provides excellent radio coverage over a 1300 km<sup>2</sup> area, from Bingen am Rhein to Mainz and Worms. All 200 mobile workers are equipped with MTP850 TETRA Portable Radios and can stay in regular contact with each other and the dispatch centre at the Worms headquarters, independent of the telephone network. EWR employees and partners such as public utility companies, municipalities and local distributors in the region can also use their mobile devices equipped with the WAVE Mobile Communicator application to access pre-defined TETRA channels. Besides communications, the TETRA network is used to monitor parts of EWR's electricity, gas and water networks, as well as to transfer the information gathered on customers' smart meters back to EWR for monitoring and billing.

As the TETRA network plays such a critical operational role, EWR decided to sign a five-year managed services contract with Motorola Solutions. EWR now entrusts Motorola Solutions to install, run and maintain its radio network over this period.

Motorola Solutions provides EWR with 24/7 remote alarm-based end-to-end network monitoring and 24/7 remote Technical support from its Network Operations Centre (NOC) in Copenhagen. Prioritised tickets are created for any network issues to be remotely resolved, with an option to

have a local service technician sent out for on-site issues. Motorola Solutions also manages repairs and works in close collaboration with EWR technicians to support any hardware exchanges needed.

Planned maintenance of the infrastructure is carried out regularly, with a full annual review to continue to derive maximum performance and benefits from their system. For the next five years Motorola Solutions will update EWR's equipment to the latest hardware. Automatic updates and bug fixes will be run every time there is a new software release. This ensures their system is kept up to date with expanded features and functionality. Other services such as Access Management, Performance Reporting, Configuration Management, Change Management, Release and Deployment Management are also provided.

## BENEFIT

EWR now has a reduced TCO of its TETRA system and can manage its budgets relating to the network more efficiently, thanks to its robust SLA with transparent, fixed operating costs. It can rely on Motorola Solutions' service teams, engineers and Support Centres, all of whom have extensive knowledge and experience in building and maintaining mission-critical networks to keep its network running optimally. And its own team can focus on its operational tasks, getting on with what it does best – the cost-efficient, environmentally friendly and safe distribution of electricity, gas, water and telecoms services.

EWR will benefit from all the latest hardware and software updates, without having to worry about these causing any disruption to its network. Having the latest hardware and software will further enhance the performance and investment in the system, essentially future-proofing the system and ensuring EWR can continue to offer ongoing best services and innovations to its private and commercial customers.

## Applications:

- Managed services contract covers network operation, maintenance, technical support, software and hardware upgrades
- Communications platform is used for voice and data communications, smart metering and grid automation, for example
- The WAVE technology extends the TETRA system to Android and iOS smartphones and tablets for internal teams and external partners

## Benefits:

- Reliable and secure operation of mission critical TETRA network
- Cost predictability
- Latest future-proof technology WAVE allows extension of TETRA network beyond radio-equipped field teams
- End-to-end solution

For more information on TETRA, please visit us on the web at [www.motorolasolutions.com/tetra](http://www.motorolasolutions.com/tetra)

MOTOROLA, MOTO, MOTOROLA SOLUTIONS and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. ©2016 Motorola Solutions Inc. All rights reserved.