



CASE STUDY

Checkmate Security Solutions

WAVE PTX™ boosts efficiency, coordination, safety and customer service for Indian security company

Headquartered in Pune, Checkmate Security Solutions was founded in 1993. It has grown into one of India's leading suppliers of specialist security solutions, delivering services to a wide range of clients, from government to the private sector, across more than 18 states.

Checkmate Security Solutions focuses on investing in its staff and providing service excellence, to develop long-lasting partnerships with its customers, listening to their needs and acting promptly and appropriately. The company has been awarded a range of ISO certifications, including ISO 45001 for health and safety management and ISO 9001 for quality management.

Checkmate Security Solutions' solutions include industrial, event and home security, personal protection, electronic surveillance, road bollards, fire detection systems, biometric attendance, alarms, access control and detective services.

Customer

Checkmate Security Solutions Pvt. Ltd.

Industry

Security

Partner

Arya Omnitalk Private Limited

Solutions

- WAVE PTX push-to-talk (PTT) subscription with SIM cards
- WAVE PTX TLK 100 two-way radios with micro USB chargers
- RugGear RG360 with WAVE PTX mobile app



MOTOROLA SOLUTIONS

Challenge

Checkmate Security Solutions was using Motorola Solutions analogue radios operating on the Public Mobile Radio Trunking Service (PMRTS) that Motorola Solutions partner Arya Omnitalk had established in Pune. Indeed, Arya Omnitalk has been successfully supplying radio systems from Motorola Solutions to Checkmate Industrial Services Pvt. Ltd for 20 years.

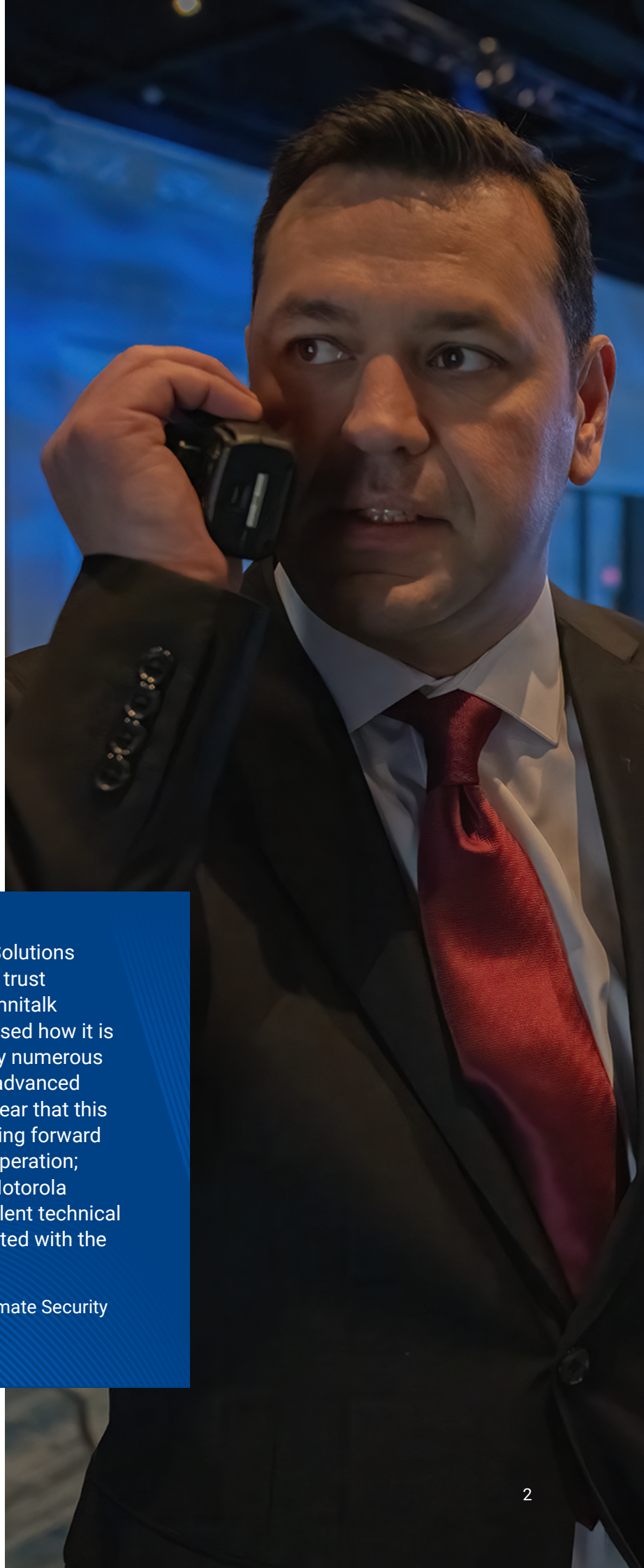
The PMRTS service was effective for Checkmate Security Solutions' sites within the city confines; however, as the company extended its services beyond Pune, it was looking for a flexible broadband PTT communications service which it could use anywhere across India, ideally without having to go through the timely, complex process of gaining frequency allotments from wireless regulators.

A further potential issue was Checkmate Security Solutions' lack of technical resources needed to support the infrastructure required for a far-reaching traditional radio network.



We had been using the Motorola Solutions PMRTS for years, so we know and trust the brand. However, when Arya Omnitalk presented WAVE PTX and showcased how it is already being successfully used by numerous businesses across India, and the advanced functionality it offers, it became clear that this was the natural choice for us moving forward to boost our coordination and cooperation; and Arya Omnitalk and the local Motorola Solutions team have offered excellent technical support throughout. We are delighted with the deployment.

– Sukhdeep Arora, Director at Checkmate Security Solutions Pvt. Ltd.





Solution

Checkmate Security Solutions provides 24/7 security to customers in a wide range of verticals, from corporates, automobile, IT & ITES, manufacturing, food industries, ports, parks, storage facilities, factories, car parks and shopping malls. Guards patrolling these sites work a series of three 8-hour shifts and, at the beginning of their shift, guards and mobile team leaders all collect their TLK 100 radios.

They rely on the TLK 100s for all voice communications, and the system is used heavily every day to resolve queries, deal with any incidents or break-ins, call for backup or report a fire, for example.

All calls are currently made over cellular, as, often, guards do not have the option to utilise their clients' Wi-Fi wireless networks as they also patrol site perimeters where Wi-Fi signal may be weak or non-existent. All calls are group calls so, in case of an incident, the whole team working that shift will be notified, so they can respond quickly and take the required action, for example, to request a site evacuation or notify the emergency services. Office-based supervisors, meanwhile, share a RugGear RG360 device running the easy-to-use WAVE PTX mobile app to stay fully connected with the guards on patrol.

“ WAVE PTX has helped us to streamline our business operations. We now have reliable nationwide broadband push-to-talk communications without having to worry about infrastructure or licensing. Our guards can go on patrol knowing they are reliably connected and they can report any incidents to the whole group for a swift, coordinated response. The TLK 100 radios are rugged, ideally designed to meet our guards' requirements and offer the flexibility for users to connect over cellular, or Wi-Fi. The audio is exceptional. WAVE PTX also offers a range of rich features and functionality we haven't had previously and we look forward to using these in the future to further boost safety and service to our customers.

– Sukhdeep Arora, Director, Checkmate Security Solutions Pvt. Ltd.



Benefits

Indeed, although Checkmate Security Solutions currently uses WAVE PTX mostly in the Pune district, it can now easily expand its PTT communications across India to an unlimited number of locations and facilities.

This flexibility hugely supports the company's plans for growth; and the reliable, real-time, instant, seamless communications significantly improve efficiency and cooperation and ensure Checkmate Security Solutions can deliver the best possible service to its customers in the fast-paced security environment. Moreover, its communications remain secure with AES-256 advanced encryption, which is crucial for confidentiality and data protection.

Moving forward, Checkmate Security Solutions is aware of the added functionality that WAVE PTX offers, such as individual calling, file sharing and multimedia, cross-device and network connectivity. It may also look at utilising the integrated location tracking afforded by WAVE PTX dispatch to manage its security guards; this will help to maximise safety, check real-time rounds status, find faster routes, modify tasks and position team members where they are needed.

Most critically, WAVE PTX enables a swift, coordinated response during emergencies or incidents, to keep people, property and assets safe.

“ There is a strong demand in the security market for reliable, modern broadband PTT communications without boundaries. Motorola Solutions' WAVE PTX is an ideal solution for these companies. The guards have praised the clear, reliable audio and the robustness of the user-friendly devices. WAVE PTX is enabling Checkmate Security Solutions guards to perform their duties effectively to safeguard their customers.

– Paresh Shetty, CEO, Arya Omnitalk.





Benefits

- Checkmate Security Solutions benefited from a fast installation, with **no requirement for infrastructure or licensing**
- WAVE PTX delivers **reliable, secure PTT communications with clear, crisp audio** and offers the flexibility of both cellular and Wi-Fi connectivity
- The system is **highly scalable and future-proof**, and can evolve in line with Checkmate Security Solutions' needs
- The TLK 100 radios are **robust and compact with long battery lives**, ideally suited to the mobile security environment; they come with a 2-year standard warranty
- Group calls mean all users are **always fully informed and respond quickly** in case of incidents, to enhance worker safety
- **Fixed subscription costs** make it easier for Checkmate Security Solutions to manage its budget
- The solution is driving **efficiency and productivity gains** as well as improving team coordination and enabling Checkmate Security Solutions to offer effective services beyond the city of Pune
- The improved communications enable swift, coordinated incident response for **improved customer service and experience**, which is helping Checkmate Security Solutions grow its business

To learn more, visit: www.motorolasolutions.com



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