CASE STUDY
SCRMITS

CO-ORDINATING MEDICAL RESCUE ACROSS POLAND

MIGRATION TO MOTOTRBO™ DIGITAL RADIO NETWORK EXTENDS REACH AND FUNCTIONALITY

When medical rescue services company, SCRMITS, considered upgrading its aging two-way radio system, the company decided to deploy a MOTOTRBO IP Site Connect solution.

The reasons for the move to MOTOTRBO digital technology were multifold: the vast improvement in signal range and voice quality, the need to deploy dispatch applications for fleet monitoring, the ability to use both analogue and digital radios on the same network, the encryption and extended features on offer and a logical migration path for future-proofing communications.

Founded in 1949 as a section of the Polish Red Cross, today SCRMITS delivers vital medical rescue services to over one million inhabitants across the Kielce district in the Świętokrzyskie province in central Poland - an area of approximately 11.7 km². Previously a mining community, the provincial capital, Kielce is now one of the key commercial centres in Poland with buoyant construction and tourism industries. The city also hosts some of the country's largest trade fairs and exhibitions targeted at the business community across Central and Eastern Europe.

CUSTOMER PROFILE

Industry Name
Emergency Services

Customer Name
SCRMITS

Motorola Solutions Partner
AKSEL Sp. z o.o.

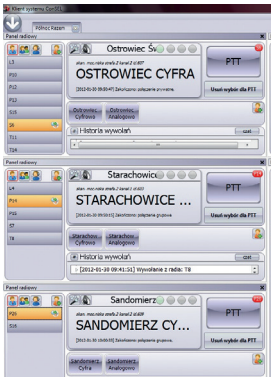
Key Benefits
- Scalable, seamless, multi-site communications
- Integrated voice and data with enhanced voice quality
- Extended features and greater security
- Improved efficiency and productivity

Product Name
- MOTOTRBO IP Site Connect
- DP 3601 portable and DM3601 mobile radios
- DR 3000 repeaters
- ConSEL Dispatcher Application

CASE STUDY
SCRMITS

As a long-term user of Motorola technology, we are once again impressed with the reliability and performance of the new MOTOTRBO network. The digital two-way radio solution with ConSEL dispatcher solved our communication problems, providing a robust, scalable and secure foundation on which to develop extended functionality for our future requirements.

said Ryszard Bedla, Director at SCRMITS.



THE CHALLENGE

SCRMITS is responsible for the delivery of vital services to a large area across 13 towns, which require reliable and robust communication between emergency rescue teams and hospitals.

The company, however, was experiencing numerous problems with its existing analogue two-way radio network – the most pressing being coverage area and quality – and it required increased functionality such as a centrally-controlled dispatcher application for co-ordinating vehicles and medical personnel. In addition, it was difficult to implement consistent channel encryption across the network due to the assortment of conventional two-way radios in use – some of which were several years old.

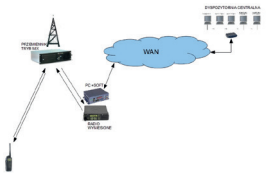
SCRMITS realised the need for extensive modernisation of its communication system and, following a tender process and the evaluation of solutions from a number of major vendors, the organisation chose MOTOTRBO IP Site Connect digital two-way radio technology. SCRMITS had previous positive experience using Motorola technology and was equally impressed with the results following comprehensive testing by the organisation's technical team.

Aksel, Motorola Solutions' local distributor and application partner, was responsible for the network design, installation, training and help-desk implementation of the new solution and provision of the dispatcher application, ConSEL.

THE SOLUTION

The new system comprises 13 DR3000 repeaters - operating in both analogue and digital mode - deployed at key locations across the Kielce region. This allows SCRMITS to use a number of existing analogue radios on the network before they are replaced with digital ones. Currently, 49 DP3601 portable and 16 DM3600 mobile radios are used by emergency rescue personnel for communication between 13 call groups, hospitals, call centre personnel and ambulance crews.

With MOTOTRBO IP Site Connect, SCRMITS extended the reach of its two-way radio network by linking all repeaters using a standard IP network. It provides medical rescue teams with seamless, uninterrupted voice and data transmission without having to constantly change channels as they move across the vast region.



The ConSEL dispatch application integrates (via GPS) to provide access to the full functionality of the MOTOTRBO system. This enables call centre staff to dispatch a request to a specific response team at any branch across the region to attend to an emergency. In addition to voice and data transmission, the radios can be remotely controlled and offer advanced features such as event notification, voice call recording, call setup, reporting and text messaging. The system also allows call centre personnel to pinpoint the exact location of ambulances across the region.

THE BENEFIT

The implementation of a MOTOTRBO digital two-way radio network improved the quality of voice communication and provided extended functionality for SCRMITS emergency teams across the region. The inclusion of MOTOTRBO IP Site Connect secured expanded signal coverage without the need for costly service or access fees, allowing teams (using a combination of analogue and digital radios) to communicate seamlessly and securely as well as share vital information without any interruption as they go about their tasks.

The key features such as individual call, all-call and text messaging have streamlined tasks while digital technology has also allowed the organisation to deploy customised applications such as Aksel's ConSEL dispatch solution, which has boosted overall efficiency across SCRMITS' operations. This has resulted in faster ambulance response times, service improvement across the region and enhanced performance of medical rescue teams.

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MOTOTRBO_SCRMITS Poland_EN (12/2012)

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