



ARMED FOR SUCCESS: RELIABLE & SCALABLE COMMUNICATIONS SOLUTIONS IN MIQ FACILITIES

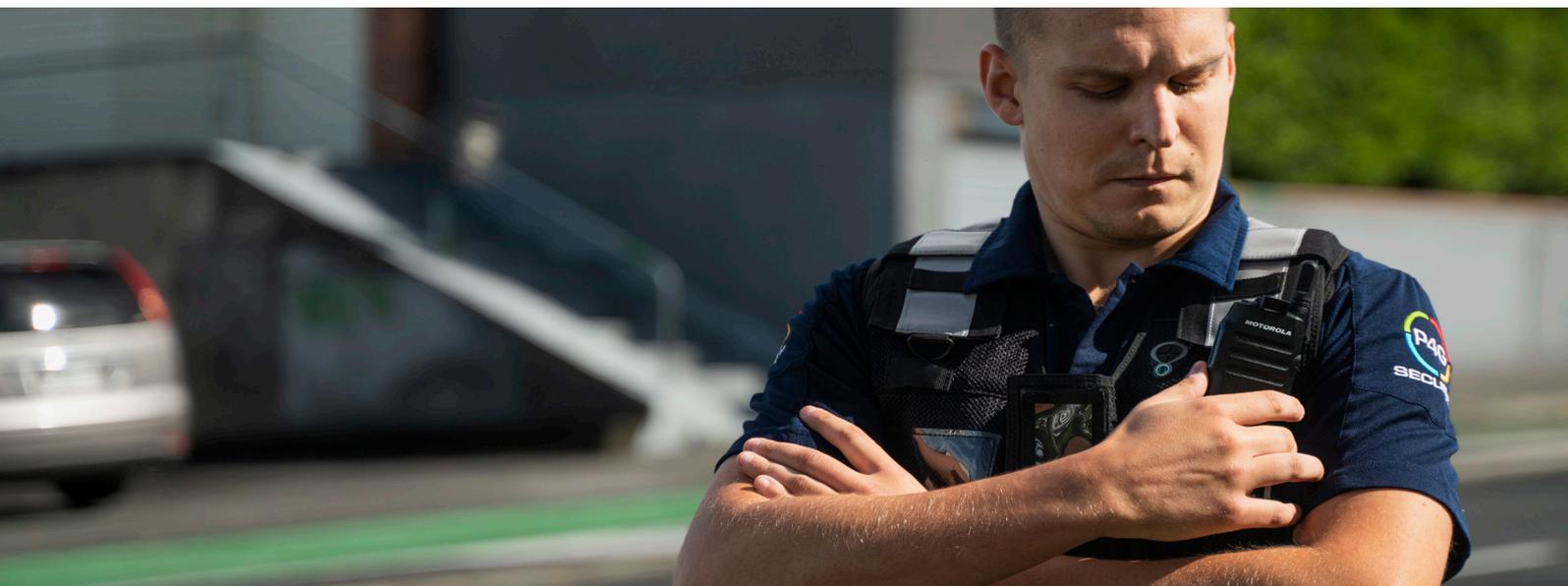
ABOUT P4G SECURITY

P4G Security is the fastest growing New Zealand security company with offices servicing Auckland, Wellington, Tauranga and Christchurch. Armed with a team of over 500 licensed security officers, P4G Security provides security services for events, venues, businesses and government agencies. These services include guard services, patrols and monitoring across diverse industries from construction to hospitality, schools and institutions, to VIP protection.

When borders were closed to all except returning New Zealand residents in March 2020, the New Zealand government set up Managed Isolation and Quarantine

(MIQ) facilities in suitable Auckland and Christchurch hotels, later expanding to other regions. The MIQs provide care and support to returning New Zealanders, residents who have tested positive, or close contacts of positive cases.

P4G Security supported the MIQ facilities by providing security services across 15 sites - seven in Christchurch, eight in Auckland, assisting the team of government agencies to keep New Zealanders safe during the COVID-19 global pandemic.



THE CHALLENGE: DISPARATE SYSTEMS, UNRELIABLE CONNECTION

P4G Security had acquired several smaller local businesses to strengthen their security services. Along with the acquisitions came the inheritance of disparate communications systems. P4G Security needed to standardise to one platform that had nationwide coverage.

P4G Security had tried several free Push-to-Talk Over Cellular (POC) solutions that all proved to be clunky, unreliable and unable to support their team of security officers who were deployed all over the country. The pandemic heightened the need for instant and secure voice communication throughout New Zealand.

Security demands were complicated with COVID-19 pandemic restrictions evolving quickly, especially at the MIQ facilities.

The P4G Security team needed to be promptly updated on national limitations as new information on the virus was made available, in order to carry out their duties to protect the community.

Due to many MIQ Hotels having underground car parks, traditional radios suffered from poor audio quality and unstable connections.





THE SOLUTION: CLEAR AUDIO, SEAMLESS COMMUNICATIONS

Motorola Solutions' multimedia WAVE PTX subscription service, TLK 100 and TLK150 two-way radios provided the ideal solution: seamless, unified communications enabling clear audio nationwide.

P4G Security empowered over 100 security guards to connect seamlessly using Motorola's WAVE PTX service and radios from Auckland in the North Island to Christchurch in the South. Even in environments like underground car parks, P4G Security's guards could rely on Motorola's TLK100 communication devices for consistent audio quality. Garbled messages were eliminated. Real-time updates were delivered, allowing P4G Security's guards to be situationally aware of every development.

Flexibility and user-friendly functionality were also critical to P4G Security's operations.

I could add, edit or change talk groups as needed, which resulted in reduced time and costs in re-programming the radios.

With Motorola's WAVE PTX solutions, I could create individual channels for each MIQ facility and allow the national team to tap in the channels for support if needed.

Dan Scott,
National Manager for Patrols



MCS Digital later installed the WAVE PTX Dispatch and mobile app, which further empowered the management team by providing an overview of all security operations.

WAVE PTX is also equipped with precise mapping tools to track the location of P4G Security's guards, enabling better monitoring, organisation, coordination and safety, which resulted in good feedback from the team.

P4G Security's guards use 120 TLK100 radios designed for broadband Push-to-Talk (PTT) communications and welcome the slim yet compact handheld device, light enough to be worn on their belt for 12 hours!

MCS Digital, Motorola Solutions' platinum partner, provided P4G Security with Motorola devices - for progressive implementation in MIQ facilities from 16 June 2020 to 30 August 2020. With WAVE PTX, P4G Security could integrate their existing Motorola radios and scale up as required, saving time and costs.



BENEFITS OF THE WAVE PTX SOLUTIONS

HIGH-QUALITY AUDIO IN ONE DEVICE

Clear, rich audio, even in deep basements where multiple teams can connect simultaneously and securely communicate with just a button press on one device.

NATIONWIDE COVERAGE

Instant connection to reach team members across the country without setting up and maintaining complicated infrastructure.

EASY TO USE AND MANAGE

TalkGroups were managed easily by creating, assigning or changing them as needed in-house, without depending on third-party vendors.

COMMUNICATE ACROSS PLATFORMS

Improved productivity and communication no matter what device the team was using. WAVE PTX solutions include a mobile app to enable instant, seamless communication between radios and smartphones across

carriers. Security-critical information is delivered, whether as text, video, document or location data empowering the security guards to protect the MIQ facilities, occupants and their team.

LIGHTWEIGHT AND COMPACT DEVICE

TLK100 radios designed for broadband PTT communications weigh just 166 grams – about the same weight as a mobile phone and can be easily clipped on the belt for hands-free operation.

A LOOK INTO THE FUTURE

While P4G Security has discovered many benefits in the WAVE PTX solution, many other features are being explored to support their expanding business operations. With the Motorola ecosystem of technologies, P4G Security can be further empowered with integrated voice, video, and software to improve safety, security and productivity outcomes.

“We are looking forward to working with MCS Digital to explore more multimedia capabilities of WAVE PTX and the integration opportunities of Motorola’s technology ecosystem with devices like body-worn cameras,” says Dan Scott.

For more information, please visit www.motorolasolutions.com/waveptx



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