



CASE STUDY

A Unified & Interoperable Solution for Voice and Vehicle Tracking

The City of Bayswater

Overview

Overview

Next Generation Dispatch

The City of Bayswater is a progressive City Council in Western Australia that is constantly looking to technology for new ways to deliver better services at less cost to its constituents.

The City relies on a vehicle tracking system to manage many of its services. Recent advances in technology meant the system was becoming outdated and, being based on a cellular subscription service, incurred significant monthly license fees. Alongside the vehicle tracking service, and to provide a high standard of service delivery and security, the City maintained an analog radio network for on-demand, two-way communications within its workforce. With an aim of reducing operating costs and improving the delivery of its services, the City of Bayswater investigated the benefits of using the latest radio technology and to select a new solution.

Challenge

Efficient Upgrade

Delivering a consolidated, secure and reliable voice communications platform capable of providing real-time GPS location information was an important goal. However, this seamless integration was not a lone requirement. As the City makes extensive use of historical operational information, the solution needs to integrate with their corporate management and reporting systems. A customizable, interoperable platform to support their current and future initiatives was considered vital in helping them achieve the long-term goal of increasing operational efficiency and cost savings.

Customer Profile

The City of Bayswater, a Local Government Council with more than 66,000 constituents

Application

Digital Radio Dispatch with Customized GPS
Vehicle Tracking

Business Benefits

Greater productivity of organizations operations
Safer working environments for remote staff
Simple to use, easy to learn for operators
Picking the right support team helps future proof current investment

Products Used

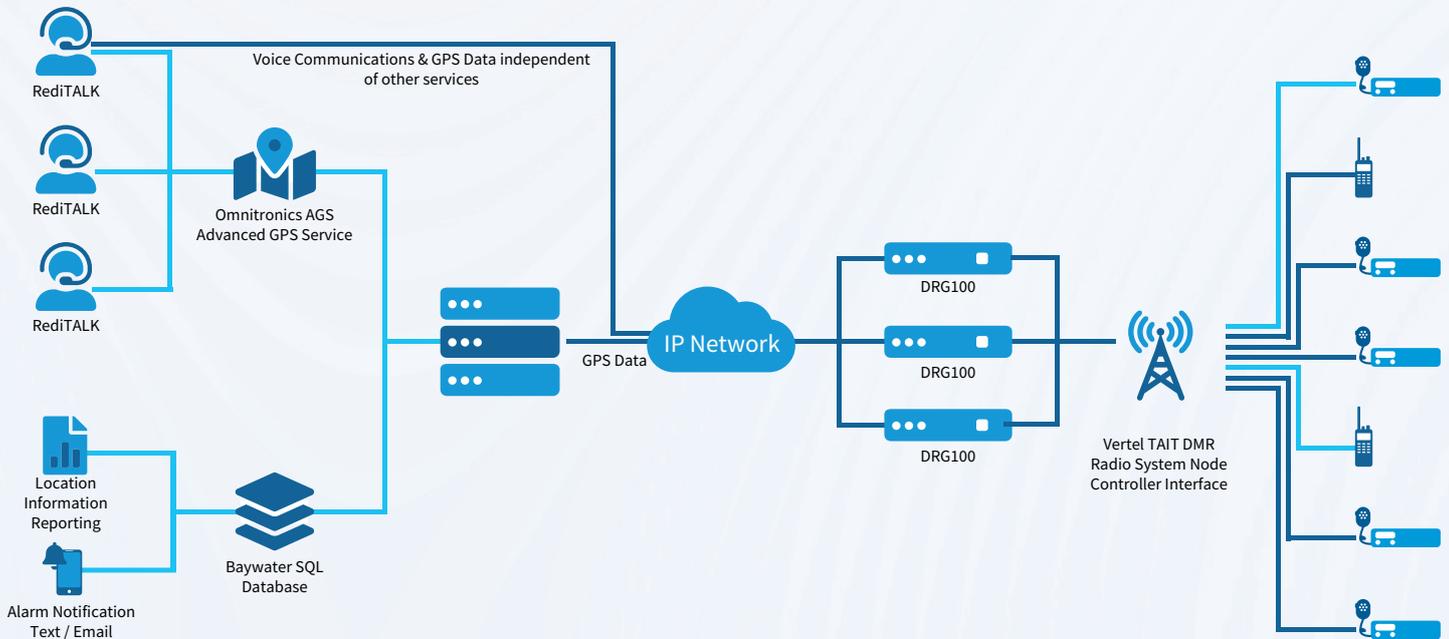
RediTALK-Flex
DRG100 Gateways



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Solution

A Perfect Fit

The City made the decision to upgrade its radio communications technology and selected Vertel, a leading digital radio network services provider, to commission a Tait DMR Tier-2 solution with integrated GPS. RediTALK-Flex, Omnitronics' interoperable dispatch system and preferred DMR Tier-2 console solution for Tait Communications, was chosen to unify vehicle tracking and communications. A number of RediTALK-Flex consoles were installed, allowing dispatch operators to manage, monitor and communicate with city resources through a single, easy to use interface.

To exceed the City's base requirements, Omnitronics developed a number of custom enhancements to the standard RediTALK-Flex application and the location services engine. An interface to the SQL database was a key addition, allowing third-party access to the GPS data and other location tracking information available through the radio network.

As a result, the City of Bayswater could continue to use their existing management information systems to view and report on real-time vehicle movements. RediTALK-Flex's customisable GUI delivered many additional benefits which were designed to reduce pressure on the operator and improve response times for related activities.

Instantly displaying street addresses and automatically honing in on the caller's location, for example, has been instrumental in streamlining the process for handling duress calls.

Conclusion

Set for the Future

The console dispatch system was the final stage of a phased upgrade to the city-wide communications network that began in 2015. Omnitronics' ability to work with a customer to customize the right solution was a key factor of the selection process. DMR supports real-time location tracking, but the true benefits of this functionality are only realised with the integration of a value-adding dispatch console like RediTALK-Flex.

The City now has a unified solution for voice communications and vehicle tracking that satisfies their needs both now and in the future. The system will help the City of Bayswater improve productivity, increase the safety of personnel in the field, and deliver a higher quality of services to the 66,079 residents who reside within the city's boundaries. The City will continue to drive improvements in the quality and efficiency of their services, and having partnered with Omnitronics, have chosen a technology partner to support their future initiatives.