



## CASE STUDY

# City of Antwerp Port Upgrades Dispatch to RediTALK-Flex

From Cruise Ship Communications to House Boat Safety

## Overview

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## A Reliable Communications System for Antwerp's City Port

In 2016 the City of Antwerp took over management of the waters on the Eilandje - Antwerp's oldest port area - from the Antwerp Port Authority. The area around Bonapartedok, Willemdok, Kempisch dock, Kattendijkdok, Houtdok and Asiadok therefore form an urban area and thus fall under the authority of the City of Antwerp for berth management, safety and the policing. This historic port has evolved into a modern attraction for passenger ships and offers berths for house boats and pleasure craft in the center of Antwerp.



Extremely flexible serverless system, the perfect solution for controlling and local recording of maritime channels

MARC VERMEULEN | Sonal

This new responsibility forced the city to invest in radio equipment for maritime communication for the city's port service, supplemented with maritime radios for operational personnel.

Quality and reliability were the most crucial aspects, so they selected Omnitronics partner Sonal to implement the project in 2016. Sonal chose Omnitronics IPR400 Gateways and RediTALK Dispatch to complement desired base stations and mobile radios.

**Customer Profile**  
City of Antwerp Port, Belgium

**Application**  
Upgrade of RediTALK system to RediTALK-Flex

**Business Benefits**  
Minimal Operator Retraining  
Easy to Use  
Flexibility to Adapt to Future Needs  
Remote Dispatch Capability

**Products Used**  
RediTALK-Flex Dispatch Consoles  
24/7/365 **omnicare**  
Support & Maintenance Agreement  
IPR400 S2 RoIP Gateways



 **omnitronics**



[www.omnitronicsworld.com](http://www.omnitronicsworld.com)



[sales@omnitronicsworld.com](mailto:sales@omnitronicsworld.com)

### Interoperability

Connect technologies, protocols and vendors.

### Easy to Use

Clean and customizable User Interface

### Flexibility

Use the power of IP to connect & unify anywhere

### Duress & Emergency

See who calls where and when



### Geofencing

Easily set up zones & alerts to monitor movements

### Radio Linking/Patching

Connect groups of radios in real time

### Telephony

Receive and make calls and patch to radios

### Location Services

Advanced people and asset tracking

## Business Needs

### Requirements

In 2020, 4 years after the initial install, the City of Antwerp is looking to upgrade PCs used for port dispatch. Their RediTALK dispatch system is also at end of life and no longer supported. They were again looking for a dispatch solution that works without a central server and seamlessly integrates with existing infrastructure, including Radio over IP gateways. In addition, they were looking for a solution that is compatible with the Windows 10 operating system and that allows them to include an AIS Receiver to display ship positioning on a large screen.

## Future-Proof

### The Solution

The City decided that integrating Omnitronics IPR400 S2 RoIP Gateways to Radio Activity Kairos KA-160 repeaters would be the ideal solution to manage

communications across their maritime channels. An antenna combining system is used to connect multiple maritime channels and the AIS receiver onto one antenna. Three RediTALK-Flex Dispatch stations, one for the main operator and one for a second operator manage the city's port radio communications. A spare RediTALK-Flex licence is available as backup in case a situation arises where a dispatcher needs to work away from the control room on a remote laptop or tablet. For the unlikely event that the city should need support, 24/7/365 **omnicare** Support and Maintenance is available.

## Safety & Productivity

### Conclusion

With this upgrade they are future ready for many years to come, including in emergency situations, where they have the ability to connect to Astrid radios on the national Tetra network for emergency services

## Network Diagram

