



## CASE STUDY

# Collaborative Design, Commissioning & Training for Surf Life Saving NSW

## Overview

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## Next Generation Dispatch

Surf Life Saving NSW upgraded their Radio Dispatch & Management System to the DX-Altus. As part of the upgrade process, dispatch operations were centralised to two locations coordinating radio communications along NSW's 129 Surf Life Saving Clubs, protecting over 8.5 million beachgoers annually.

“ The upgrade to Altus was carefully planned to ensure that we had minimal disruption to the network and that my staff spent time with the technicians to configure the system exactly to our needs, SLS NSW is very happy with the outcome.

Andy Kent, Lifesaving Manager  
**Surf Life Saving**

### Challenge

## Efficient Upgrade

Centralisation of dispatch operations was highly important to help ensure best practice operating procedures. A second site was also established for redundancy and to help with manage the workload during peak periods such as weekends and school holidays. Additionally, with 75 volunteer operators across the two centers, training was paramount for adopting the new technology.

### Customer Profile

Surf Life Saving

### Application

Centralised Dispatch

### Business Benefits

Centralisation of Dispatch enabling standardisation of Best Practice Operational Procedures  
Utilised existing Radio over IP Network  
Simple to Use Console  
Full Service Installation and Training  
Supports Digital Radio Technology

### Products Used

DX-Altus  
IPR Gateways  
In Collaboration with



 **omnitronics**



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### Easy to Use

Touchscreen interface with a highly configurable layout

### Scalable

Up to 60 operators and 224 radio channels simultaneously

### Analytics & Reporting

Optimize productivity & efficiency through data insights

### Architecture

Centralized modular server with contacts database

### Real-time operating system

Secure and impervious to viruses and malware



### Location Services

Integrated real-time tracking of personnel and assets

### Telephony

Connect with modern and legacy systems

### API

Integrate and customize with third party applications

### Radio Linking / Patching

Connect groups of radios on demand

### Rapid Recall

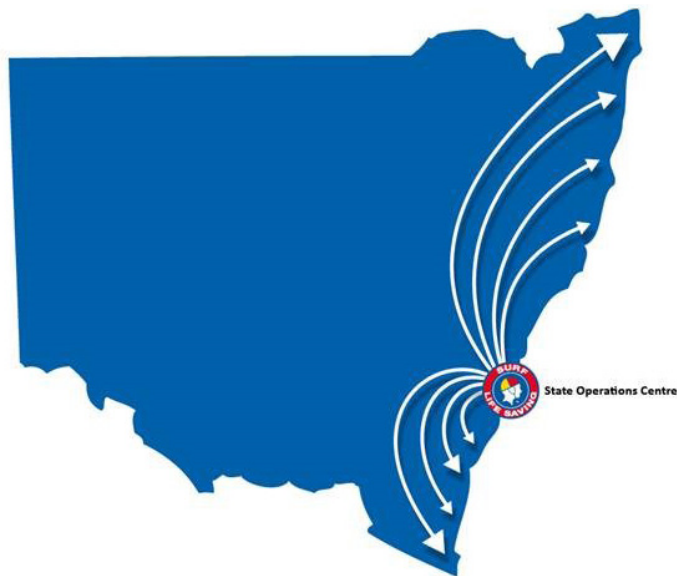
Public safety grade instant audio recording and playback

## Solution

### A Perfect Fit

The DX-Altus was installed at the State Operations Center with further Alto dispatch console positions located at a second site. The two dispatch centers and the repeater sites along over 2,000km's of coastline are connected using their existing Radio over IP network.

Omnitronics' additional commissioning and training services not only allowed the system to be installed quickly and effectively but also ensured that operators were skilled up to use the system immediately.



## Conclusion

### Set for the Future

The commissioning of the system was a collaboration between Omnitronics, Karera Communications and Surf Life Saving. This was a very important factor in ensuring the success of the system upgrade.

Surf Life Saving NSW can now look to the future with the intention to upgrade to digital radio, all made possible on the DX-Altus.



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