

EDUCATIONAL TRAINING COLLECTIVE (ETC) GOES DIGITAL WITH TRBOCALL TO IMPROVE VOICE COMMUNICATIONS AND STAFF SAFETY



ETC approached Eemits to provide a digital two-way radio solution across all of their campuses in Teesside to enhance critical voice communications and improve staff and pupil safety.

BACKGROUND

The Educational Training Collective (ETC) is the umbrella name for the college group which incorporates the following educational facilities; Stockton Riverside College, Redcar and Cleveland College, NETA Training, Bede Sixth Form College, The Skills Academy, Tees Valley Logistics Academy and Tess Valley Catering. The colleges serve to deliver great learning opportunities, inspirational educational experiences and real practical skills training for the young people, adults, businesses and the diverse communities across Teesside. These learning opportunities are delivered within cutting edge campus locations with state-of-the-art facilities. Each learning facility requires a continual maintenance presence by a team of multi-skilled workers who need to communicate effectively with each other across the campus they work at.

Many educational sites do not allow mobile phones on the premises and as such, there was a requirement for instant communications which were vital for ensuring that maintenance tasks get done quickly as well as ensuring the safety of both staff and pupils. Although two way radios are commonly used within educational facilities the majority opt for licence free two-way radios which have a limited range and coverage, and can suffer from interference; or have out dated analogue radio equipment that can be expensive to maintain and support.



PRODUCTIVITY
up



EFFICIENCY
raised



SAFETY
increased

THE SOLUTION

We installed Eemits ultra-smart digital two-way radio solution - TRBOCALL – a modular platform comprising the following:



THE CHALLENGE

The Educational Training Collective (ETC) were already established two way radio users but the equipment they were using at each of their campuses was a mix of analogue licenced and licence free equipment. This presented the maintenance teams at each of the campuses vastly different user experiences when they tried to communicate with their colleagues on campus.

ETC needed a common solution that could be deployed at all of their individual campuses so that no matter what campus a maintenance worker was at they would have confidence that when they used their radio it would work with high quality audio and would not suffer from poor coverage 'black spots', and local sources of interference from other radio users. It was also felt that the maintenance team needed the ability to raise an alarm in the event of an emergency to notify their colleagues and the campus office who could then escalate it internally. It was also important that the maintenance team had a small, light and easy to use radio to encourage it be worn at all times so that it wouldn't be viewed as a cumbersome tool that added more weight to their tool kit. Finally, ETC were aware that the types of maintenance activities undertaken would inevitably lead to radios becoming accidentally and physically damaged so they required a support package that continually maintained the radio equipment and covered all unforeseen repair costs.

The Benefits:

Following extensive coverage tests at each campus using a range of Motorola Solutions MOTOTRBO digital radios, Eemits found that there was no requirement for any repeater infrastructure as all of the digital radios worked in direct mode (back-to-back) without the need for any central antenna infrastructure.

From the Motorola MOTOTRBO range ETC chose the Motorola SL1600 handheld radios for their maintenance teams. The SL1600 has an ultra-slim rugged design, ideal for use in campus settings whilst also offering great quality audio, a long battery life of **14 hours** and outstanding coverage.

The ergonomic design allows users to operate the SL1600 radio using only one hand and the ultra-slim design boasts a weight of 169g which is nearly half as light (41%) than most licenced radios making it the ideal radio to be used by the maintenance teams. This radio also has a short antenna (4.5 cm) making it easy to wear at all times. The SL1600 also offers a transmission interrupt feature allowing urgent communications to interrupt non-critical conversations.

INFRASTRUCTURE

- Direct Mode

HARDWARE

ETC chose the following hardware:

- Motorola SL1600 Handheld Radios

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FEATURES

ETC chose the following features on their radios:

- Background Noise Elimination
- Clear Speech
- Multiple Channels

SERVICE WRAP

Stockton Riverside College chose:

- Motorola Service from the Start (SFS) Fully Comprehensive Cover
- Annual Preventative Maintenance
- Telephone Technical Support



The Benefits:

Staff and pupil safety was improved by using the programmable side button as a panic button, allowing radio users to alert the campus office and other users that there is an issue.

Multiple channels allowed the campus to have a number of call groups so that specific members of staff could be contacted without having to disturb other staff which could be teaching. This feature helps to ensure that conversations can be kept private and only the necessary people can be included on a call.

The clear speech feature works hand in hand with the background noise elimination feature, helping to make communications clear and understandable. Any background noise is reduced and the voice communication is clear which helps the radio users to be heard, minimising the need for raised voices which could potentially startle pupils.

The Benefits:

Eemits provided ETC with a comprehensive five year managed service wrap that enables them to have full peace of mind.

Should any damage occur to their Motorola SL1600 radios, ETC have opted to take Motorola's enhanced warranty which protects against accidental damage. All repairs have a guaranteed 24 hour turnaround time from the point of collection, ensuring that ETC are not without their SL1600 radios for any length of time.

On top of this, ETC also have the annual preventative maintenance package which consists of an annual one day visit where the equipment is inspected and serviced.

ETC also chose the Business Hours technical telephone support package which guarantees a point of contact who can provide technical assistance over the telephone for any issues that may arise with the system.

WHAT THEY SAY ABOUT US:

ETC now have a system that is common across all of their campuses, which has improved communications across their sites.



“The digital two-way radio solution provided by Eemits has helped us to improve communication between our maintenance teams so that it makes it easier to get tasks done on campus and at the same time enhanced the safety of our pupils and our staff. We also greatly appreciate the continued support that we receive through the Eemits ServiceWrap.” – ETC

Eemits innovative modular platform TRBOCALL - a unique combination of hardware, bespoke software applications and digital features - together create an ultra-smart two-way radio system. Combined with unrivalled wide area network coverage, our customers have the flexibility to build their own system with all, or a combination of infrastructure, hardware, software service wrap, features and accessories that suite their individual business needs.

EEMITS CLIENTS BENEFIT FROM:

Productivity increased by up to

40%

PER SITE

Efficiency raised by up to

1 hr

PER EMPLOYEE PER DAY

Safety increased for

100%

OF YOUR WORKFORCE VIA DIGITAL RADIO WHERE EVER THEIR LOCATION