



MOTOTRBO™ SYSTEM FASTER SERVICE AND BETTER RESPONSE

USERS OF ROUTE 5 SOUTH - RÍO BUENO-PUERTO MONTT - ARE SERVICED BETTER AND FASTER WITH MOTOROLA SOLUTIONS' TECHNOLOGY



Motorola Solutions' MOTOTRBO™ digital radio system implemented by Sociedad Concesionaria Los Lagos (CLSG) improved responsiveness by 25%, reducing the traditional operating times of the support vehicle fleet along the 135 km-stretch of route managed by the Chilean concession company with over 12 million vehicles on its road in 2011.

The enhanced audio quality of voice communications and the real-time on-screen viewing of mobile phones allow to dispatch the closest vehicle and reduce by 18% the total time to solve the problem. The solution implemented consists of one repeater and a MOTOTRBO digital mobile communications network with applications that improve the service rendered to over 33,000 vehicles travelling along the road daily.

La Sociedad Concesionaria Los Lagos (CLSG) is a subsidiary of the Italian concessionaire Autostrade per L'Italia S.p.A. The company has a 25-year concession agreement for the 135 km-stretch of Route 5 South extending from Río Bueno to Puerto Montt.

The company operates a fleet of support vehicles (including tow trucks, trucks to haul vehicles, ambulances, and support and signage vehicles) among which there were voice communications failures and no system to manage the fleet efficiently. In 2011, the company's fleet responded to 5,000 requests for assistance on the route.

In order to offer a better service to road users and to streamline road surveillance, mechanical assistance and signaling, and other services provided, the company had to improve the existing network with a digital solution that would enable data access and cater excellent audio quality.

IMPLEMENTATION SUMMARY

Company:

Sociedad Concesionaria Los Lagos (CLSG)
www.scloslago.cl

Location:

Llanquihue, Chile

Vertical Market:

Road Concession Companies, Utilities, Transportation

Project:

Migration from an analog communications network to a MOTOTRBO digital radio network to streamline the company's communication services for road-assistance staff.

CASE STUDY

SOCIEDAD CONCESIONARIA LOS LAGOS

The Solution

The solution provided by Motorola Solutions — implemented by Sociedad Concesionaria Los Lagos for improved customer service — included the installation of a solar-powered Repeater on the Osorno Volcano, providing coverage throughout the entire concession area.

At the company's headquarters, a Monitoring and Fleet Management Base Station was installed, equipped with a dedicated PC running the TRBOnet™ Enterprise software. Two DGM 4100 radios are connected to this PC, one using a time slot for voice traffic and other using a slot for GPS vehicle location reports. 40 mobile devices including its antennas were installed into different types of vehicles and 30 of these were also equipped with GPS.

Thanks to the TRBOnet™ Enterprise software, a professional grade application that allows the monitoring of communications between vehicles and the automatic reporting of calls made by dispatchers and from mobiles, location data is displayed on a map in real time and stored in a database. This allows reviewing past records on vehicles.

Benefits

The implementation of this solution allowed the concession company to increase its coverage and improve vehicle communications. The company has managed to increase response time by 25% in case of road accidents and has greater control over its support vehicle fleet. In addition, the total time for solving problems was reduced by 18% as a result of a more efficient management of available resources.

"With MOTOTRBO digital communications solutions we have significantly improved the audio quality of voice communications to and from vehicles across the road. We are now almost 100% communicated 365-day year. With the old solution, communications were lost especially during winter, and the average was 94%. We also improved the management of our support vehicle fleet, reducing response times and lowering costs related to mobile telephony and fuel. We are very pleased with Motorola Solutions' excellent local assistance," said Claudio Almonacid, Operating Manager in CLSG.

"Sociedad Concesionaria Los Lagos (CLSG) is now using MOTOTRBO, a digital solution that serves audio quality needs across the whole route and makes fleet management easier thus enhancing service to users. The MOTOTRBO communications system has been designed to respond fast and successfully in key situations," said Jorge Muse, Sales Manager in Motorola Solutions.

"At Radiosub Ltda., we performed a thorough customer needs analysis which allowed us to identify the best technology solution that would allow successful implementation in only 3 weeks," said Aram Mutis W., Manager in Radiosub Ltda.

Motorola Products:

- 2 DGM™4100 base station
- 30 DGM™4100+ mobiles
- 10 DGM™4100 mobiles
- 3 DGP™4150 portables

Partners:

Radiosub Ltda.

Benefits:

- Improved audio quality and response times
- Real-time tracking of staff and vehicles through applications such as TRBOnet
- Reduced operating costs in road maintenance tasks (saving on mobile phone usage, wear of vehicles and machinery, manpower time and fuel)
- Better network coverage extending across the entire route



For more information, please visit
www.motorolasolutions.com/caribbean/mototrbo

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