

Case Study

How Motorola Solutions WAVE PTX enhanced security and efficiency for the Controlled Solutions Group Ltd

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Specialising in large-scale live events, luxury brands, and high-profile VIP protection, Controlled Solutions Group Ltd (CSG) has been a respected leader in the security industry for over three decades and continues to set the standard today.



Challenge

Relying on mobile phones and aging analogue radio system.
Support lone workers.



Solution

Motorola Solutions WAVE PTX.
BBPPT TLK 110 two-way radios.
WAVE PTX safeguard software app.
Mobile command and control solution.



Benefits

Improved team synergy.
Increased safeguarding of lone workers.
Substantial time savings.

The Challenge.

CSG's organisational efficiency and employee safety were being significantly hindered by the use of disparate technologies, relying on mobile phones and an aging analogue radio system. The lack of integration between these devices had created communication silos, causing delays and information bottlenecks. While the system's lack of modern safety features, such as GPS tracking, emergency alerts and lone worker monitoring posed a significant risk to employees.

With their operations growing, CSG needed to modernise their teams' communication system to create a more stable connection for their patrol teams throughout the UK and at specialised high profile events such as those at Silverstone and Coco Chanel.

To address their challenges, CSG partnered with Radiocom Systems Ltd (Radiocom). With a set of clear goals they tasked Radiocom to offer a solution that would enhance their frontline communications across the entire country, allow employees to carry just one device, support lone workers particularly during early hours, and offer scalability to meet the needs of a growing business.

The Solution.

Working with the team at CSG, Radiocom recommended the Motorola Solutions WAVE PTX Broadband push to talk (BBPTT) platform, a budget-friendly fixed subscription service.

Their patrol and event-based security teams are now equipped with rugged BBPTT TLK 110 two-way radios. These smart PoC radios feature AES256 encryption, a one-touch emergency button for immediate assistance, and the lone worker WAVE PTX safeguard software app to enhance safety and monitoring capabilities.

Malcolm Roe, Radiocom, Account Manager, comments: "The TLK 110 devices are lightweight, and can operate for up to 18 hours, making them ideal for long shifts. They also have AI-based noise suppression for loud environments and Bluetooth technology for convenient, wireless operation using discreet earpieces. Additionally, all devices can now be remotely configured and upgraded through the WAVE PTX platform, eliminating the need for them to be returned to their headquarters."



CSG now manages and monitors their entire fleet through the WAVE PTX dispatcher, a mobile command and control solution, enabling operations managers to oversee the entire communication network in real-time. When an urgent situation arises, operators can quickly identify who is online, closest to a location and available to provide immediate assistance.

The Results.

The roll out of the WAVE PTX system has delivered a number of beneficial changes for CSG, addressing their goals and surpassing expectations.

Close protection officers now have one, reliable and resilient device to ensure the safety of VIPs at high-profile events, while lone workers, particularly those on night shifts benefit from the enhanced safety features. The safeguard software app has provided an added layer of security, and employees have expressed increased confidence in the safety measures now in

place, knowing they can summon immediate assistance if required. Moreover, operational managers have also found great value in the dispatcher software, which offers better control and coordination capabilities.

Jeff Lee, CEO, CSG, "The introduction of the WAVE PTX platform has revolutionised our communications. Having the ability to coordinate effectively across the entire UK has proved to be a game-changer, especially for large-scale events and operations involving high-profile clients.

Access to actionable data insights has also boosted our coordination and post event reviews. The system has exceeded our expectations, positioning CSG to maintain its competitive edge."

Looking forward, CSG is considering further expansion and potential additions to the system to continue enhancing their operational efficiency and safety protocols.





Let's start a conversation

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