



AMEY DEPLOYS MOTOROLA SOLUTIONS WAVE PTX™ FOR TRANSPORT SCOTLAND

TO ENSURE CLEAR, SEAMLESS, RELIABLE PUSH-TO-TALK COMMUNICATIONS FOR MOBILE FLEET



AMEY PLC

Amey Plc is one of the top five infrastructure support services providers in the UK, responsible for contracts involving road and rail maintenance, school safety and cleanliness, the UK's defence estate, prisoner escort and the security of prisons and courts. Amey is owned by Ferrovial, one of the world's leading infrastructure management and investment companies; Ferrovial has more than 96,000 employees and a presence in over 15 countries. Amey has recently signed a long-term contract with Transport Scotland and has been in the press thanks to a gritting truck naming trend that started as a winter safety campaign for Scottish school children, but has since gained international status. Hundreds of thousands of people now follow the daily journeys of nearly 100 Scottish gritter lorries and snowploughs sporting fabulously creative names such as Spreddie Van Halen, Sir Andy Flurry, Grits Hoy and Mary Queen of Salt; and Amey has committed to naming more gritters as the winter continues.

CUSTOMER PROFILE

Organisations:

- Amey Plc
- Transport Scotland

Partner:

Chat-Com Ltd

Industry:

- Road Maintenance and Management
- Transportation

Location:

UK

Motorola Solutions:

- TLK 100 WAVE PTX Radios
- WAVE PTX Mobile App
- WAVE PTX Dispatch Cloud-Based Software

“We were happy to deploy a WAVE PTX platform. Motorola Solutions is a reputable, trusted brand and we know we’ve invested in a long-term, flexible communications system. However, short term, it has also proved invaluable during this tough winter; our gritters and dispatchers have been using WAVE PTX every day for clear, safe PTT communications. Whilst teams have been out in the heavy snow, they’ve been able to hear where each other are and where team members are struggling, without having to coordinate via a control room. This means they can respond to incidents quickly and effectively, for a more coordinated response and an increase in team productivity. The teams feel comfortable using the system and they always get a good signal, wherever they are, however remote! We’ve been massively impressed with Chat-Com too. They remotely managed an exceptionally fast, seamless turnkey deployment and they give us excellent, proactive support on an ongoing basis. It’s fair to say the project has been a resounding success, so we’ll certainly be looking to expand our use of WAVE PTX in partnership with Chat-Com.”

Nick Russell, Severe Weather Manager, Amey Plc



CHALLENGE

Transport Scotland has recently partnered with Amey to manage, maintain and improve 600km of motorways and trunk roads across south-west Scotland. As part of the tender, the contractors needed to provide a long-range PTT communications solution for their vehicle fleets.

Having heard of WAVE PTX™ and seen Chat-Com's experience delivering communication solutions for long range projects, Amey decided to approach Chat-Com about WAVE PTX. Chat-Com is a long-term Motorola Solutions reseller based in Dorset. Due to COVID-19 lockdown restrictions, the WAVE PTX demo was conducted remotely, online, although Chat-Com provided Amey with a mobile app, so Amey could experience the clarity of the audio first-hand. Amey was impressed and subsequently chose to partner with Chat-Com, who has years of expertise in providing bespoke, two-way communications solutions.

SOLUTION

Due to COVID restrictions, the deployment was also all conducted remotely; Chat-Com supplied the TLK 100 WAVE PTX Radios, which it had preconfigured, together with any necessary training relating to the mobile app and dispatch software. Chat-Com also manages the ongoing administration of the system and a service contract, in case of accidental damages, for example.

As well as a growing number of Amey road emergency teams and Transport Scotland employees, Amey's winter maintenance teams (mobile fleet of gritters) now use the TLK 100 radios, which come with a European data roaming SIM installed, to communicate. Each vehicle in the winter fleet is equipped with in-vehicle chargers and a third-party WAVE PTX compatible hands-free car kit. The kit was quick to install and comprises foot switches and microphones for safe, hands-free communications. Amey currently has 10 active talk groups, as well as a giant group for all units across Transport Scotland's mobile fleet, so all parties can share information regarding the road network, road quality and local weather alerts and work efficiently together, when needed. Although the TLK 100 radios are predominantly used in-vehicle, they have a robust, rugged design and excellent batteries, to withstand any weather and temperature, should the driver need to work outside. Office-based managers have the WAVE PTX Mobile App installed on their work smartphones, so they can monitor live communications and contribute if needed. These can be set up in a matter of minutes.

Amey manages and monitors its vehicles on street level mapping, using the Wave PTX Dispatch Cloud-Based Software, whilst communicating with individual users and multi-user groups at the touch of a button to coordinate and update teams or to pass on messages from other organisations, such as the police or the national control centre. The dispatch team is usually based out of Amey's central Scottish office in Glasgow, but teams are working remotely from home at the moment due to COVID-19 restrictions, which is possible, as the software has the benefit of being cloud-based.

BENEFITS

James Page-Chatton, Managing Director, Chat-Com, comments: “WAVE PTX is providing Amey and Transport Scotland with the right balance of optimal communication clarity and seamless coverage, whilst being flexible enough to grow and adapt to their needs over the course of this project; and the ease and speed of the remote demo, deployment and ongoing management shows what a future the WAVE PTX technology has.” Indeed, Amey has plans to equip further teams, such as highway maintenance, with TLK 100 radios. Transport Scotland, meanwhile, is currently rolling out the WAVE PTX solution to other operative companies, such as two of its DBFO (Design, Build, Finance and Operate) motorway contracts, and has snow plans in place which instigate communications between Amey, Transport Scotland and the DBFOs. These open lines of communication make a huge difference to the wider operational efficiency of Scottish road management.

Benefits:

- Instant, robust PTT communications across the TLK 100 radios and managers' smartphones, using any available 3G, 4G or Wi-Fi network
- Seamless mobile roaming for constant communications with exceptional audio quality, even in the remotest of areas
- The contract was awarded and deployed remotely due to COVID-19 restrictions, with the speed and ease of installation ensuring a successful roll-out and future expansion
- Scalable, future-proof solution from an established supplier, with ongoing support from proactive and reliable partner Chat-Com

