Delivering Business Critical Communications In Remote Locations

GIPPSLAND WATER

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DELIVERING BUSINESS CRITICAL COMMUNICATIONS IN REMOTE LOCATIONS

Gippsland Water's catchment covers an area of over 5000 sq km. A Tait Tier 3 trunking system has provided a robust communication system for workers and improved health and safety.

THE CLIENT

CommSite customer, Gippsland Water delivers reliable, high-quality water, wastewater and waste recovery services to domestic and commercial clients across Central Gippsland in Victoria, Australia, which has a population of approximately 140,000 people. Gippsland Water provides water to nearly 65,000 properties and wastewater services to around 58,000 properties, including commercial customers in the dairy, energy, and pulp and paper industries.

"Updating our voice radio network to the Tait Tier 3 digital trunking radios with the Logic Wireless Crosswire software application has delivered added safety functionality, will assist in emergency response, and complements our customer service delivery systems."

Tony Biddiscombe,
Managing Director, CommSite

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THE CHALLENGE

Gippsland Water's operation covers sites in remote locations spread across an area of over 5,000 sq. km. Having a reliable communications system is essential to Gippsland:

- Workers are often working in remote locations so monitoring them and being aware of any issues is critical.

- The company's operation involves a number of processing plants, which are dangerous by nature making quick, clear communication vital should an incident occur.

- For utility businesses like Gippsland there is the potential for an incident to not only impact staff but to also affect a vast number of consumers very quickly so it is imperative that they react promptly and effectively if the service is threatened, and communications are key in achieving this.

The existing Tait system at Gippsland Water was over 15 years old and used analogue radios.

Updating the system presented the opportunity to take advantage of the benefits of digital radio, providing for a reliable voice, health and safety communications solution.

"A two-way radio system allows for large areas to be covered whilst minimising network infrastructure costs. The Tait DMR Tier 3 solution provides an intelligent network with complete control, management and authentication of radio users and offers the capability to prioritise calls types, which is essential during an emergency event."

Dave Hicks
Director, Logic Wireless

THE SYSTEM

Gippsland initially asked CommSite to provide an upgraded system using digital radios to serve 120 key personnel. However 18 months after the successful initial installation Gippsland Water continues to migrate additional staff to the DMR network, reducing reliance on other communications means, for example cell phones.

The solution CommSite has provided to Gippsland Water comprises a multisite Tait DMR Tier 3 trunking system, which offers the flexibility to make individual or group calls, location reporting and call prioritisation and Crosswire software providing voice dispatch, call recording, text messaging and location services. Crosswire is a fully featured radio management solution designed to maximise the capability of the Tait Tier 3 platform. The radio system supplied and installed by CommSite supports Tait 9300 digital radios, which are extremely rugged and ideal for this type of application. Built-in GPS tracking in the TP9300 portable radios used with Crosswire makes it possible to track the location of radio users so that, in the event of an incident, help can be quickly despatched. The system also includes a large number of Tait TM9300 in-vehicle mobile radios.

CommSite installed one main control at three Gippsland Water with a second disaster recovery centre located away from the main offices, housing a contingency network controller and Crosswire installation. Using a software dispatch solution allows for high flexibility allowing dispatchers to operate anywhere there is an IP connection to the radio system

The solution provided by CommSite can be easily expanded to cover a wider area if required, and using centralised network control, new radio users can easily be added. The dispatch system can be easily expanded and additional software solutions can be added, for example the EnableFleet asset management platform from Tait.

CommSite, supported by Logic Wireless, provides maintenance and support for the Crosswire despatch systems used by Gippsland.

PROVIDING FOR BUSINESS CONTINUITY

A vast number of people rely on Gippsland for their water supply, which creates the need for robust business continuity planning. Gippsland has replicated the Crosswire despatch system provided by CommSite at its disaster recovery site. This can be brought into action immediately if required to communicate with and monitor radio users.

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PROJECT SUMMARY

Client: Gippsland Water

Sector: Utilities

Dealer Partner: CommSite www.CommSite.net.au

Equipment: Tait DMR Tier 3 trunking system, Crosswire software, Tait TP9300 radios, including IECEx / ATEX option

Challenge: Remote locations spread over a large area

CROSSWIRE™
connectivity and convergence

Crosswire is an advanced software dispatch and radio management platform. It is a highly scalable, flexible and affordable solution designed to unlock the full potential of a two-way radio platform resulting in increased business efficiency, improved worker safety and a greater return on the radio system investment.

ABOUT COMMSITE

CommSite matches technical expertise with leading edge technologies to solve its customers communication requirements. Commsite's highly qualified team offers decades of experience in constructing integrated communication systems, often building and maintaining them in challenging conditions like the area Gippsland Water's system operates in. CommSite, being experts in supplying and installing unified critical communications solutions, were able to deliver a system to Gippsland Water which would complement their customer service delivery systems perfectly.

WORKING WITH LOGIC WIRELESS

Logic Wireless is a specialist distributor of communication solutions focussed on serving dealers in the United Kingdom, Australia, New Zealand and the Pacific Islands.

Logic Wireless distributes and supports a range of communication products from major global manufacturers, including Hytera and Tait, complemented by its own innovative hardware and software solutions, and works in collaboration with dealers to find superior solutions for their clients.

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Thank you to Gippsland Water supporting us in creating this case study.

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