



Photo Credit: Clint Trahan

## Crankworx | Rotorua, New Zealand

### CRANKWORX ROTORUA

#### PROJECT SUMMARY

**Industry:** Event Tourism

**Dealer Partner:**  
Alcom Communications

#### Solution:

- Tait DMR Tier 3 Network – Alcom Connect Network
- 120 x Tait TP9300 portables with ear-pieces
- Tait TM9300 mobile radios and speaker mics

#### Key Benefits:

- Improved event safety
- Reliable and robust communications
- Seamless coverage across remote forest sites

#### THE CLIENT

The Crankworx World Tour is a multi-stop series of mountain bike festivals, bringing together the best mountain bike athletes to compete in elite-level competitions in a variety of disciplines. Crankworx first took the festival to Rotorua in 2015.

Celebrating 10 years of operation, **Crankworx Rotorua** has become a hugely-successful and important event in Rotorua's tourism calendar, with a reported economic benefit to the region of around \$3-5 million, while also being web-cast around the world.

#### CHALLENGE

Operating a large-scale event on the international stage takes a huge amount of planning, resource, and operational expertise—particularly with an extreme sport in remote forest locations. Communications and separate channel solutions were needed for general operations, medics, event management, marshaling, and TV production teams.

Staged primarily at Skyline and the Whakarewarewa Forest in Rotorua, communications needed to be reliable and resilient across the two main remote sites, the wider Rotorua area, and for a duration of approximately 10 days.

#### SOLUTION

Crankworx Rotorua first engaged with **Alcom Communications** in 2015 for the inaugural event, where they delivered a bespoke solution that worked for the challenging conditions of the sites.

Vernon Douglas, Alcom Business Owner, said, *“With the event being staged across two areas which have little or no cell phone coverage, radio communications were essential to the smooth running of the event.”*

With repeaters used in the Forest and Skyline sites, Crankworx Rotorua gained localised coverage at each site and achieved the desired outcome of event safety and reliable communications.

In 2024, the **Alcom Connect** DMR Tier 3 Network was used for the first time to deliver seamless coverage across both sites and the wider Rotorua area.



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Alcom’s support during thick and thin, through the successes and hardships over the last decade has been something we haven’t taken lightly.”

### Tu Mutu

Operations Manager, Crankworx Rotorua

Vernon said, “Alcom Connect, the DMR Tier 3 network, allowed a more tailored solution: Seamless coverage across six talk groups (channels) while also allowing key personnel to make one-to-one calls and radio-to-phone calls.”

Used in conjunction with approximately 120 x Tait Communications TP9300 portables with ear-pieces, and Tait TM9300 mobile radios and speaker mics, Crankworx Rotorua’s 2024 solution is the best yet.

Crankworx Rotorua’s Operations Manager, Tu Mutu, said, “The DMR Tier 3 comms were a game changer. Alcom’s support during thick and thin, through the successes and hardships over the last decade has been something we haven’t taken lightly.”

### LOOKING AHEAD

Staging financially-sustainable major events, especially involving extreme sports is, as organisers say, ‘not for the faint-hearted’.

Crankworx Rotorua’s comprehensive Safety Management Systems and Risk Management plans along with solid partners like Alcom Communications have meant the future looks bright for the event.

Tu Mutu said, “We’re excited to deliver another outstanding event series across February and March 2025 and are stoked to continue ensuring that Aotearoa New Zealand is the first destination of the 2025 Crankworx World Tour.”

Looking ahead, the Crankworx Rotorua team are planning on using **Logic Connect** to use GPS to track their fleet of radios in real-time.

### About Logic Wireless

Logic Wireless is a Value-Added Distributor of business-critical communications products, solutions and accessories. We pride ourselves on delivering and supporting high-quality solutions from leading manufacturers.

### About Alcom Communications

Alcom Communications is a radio communications and network specialist based in Rotorua and servicing the Central North Island since 1987. Their key focus is providing innovative communication solutions for enhanced safety and operational effectiveness. Alcom Connect is a DMR VHF trunked radio network providing coverage and service where existing phone and network provision is inadequate. It provides seamless communications across the Bay of Plenty/Waikato, Gisborne/East Coast, and Napier/Hawkes Bay regions.