

TRBOnet Supports Volunteers With A Comprehensive Solution



Industry:
Non-profit

Company:
Home James Caledon is a non-profit organization with 145 volunteers. The organization operates its own communication centre for its annual Holiday campaign.

Challenge:
Dispatch software must be comprehensive and cost-effective.

Solution:
TRBOnet Enterprise
TRBOnet Agent

Result:
Reliable, easy-to-use and cost effective solution

THE BUSINESS CHALLENGE

Connect Public Safety Systems teamed up with Home James Caledon to provide communication services to more than 10 events since it began its work in 2009. Home James is made up of hundreds of volunteers that rely on the radio network to support their activities.

The volunteer service operates only during November and December each year which brought some challenges. Due to short period of operation, the equipment was rental. Since the company worked with multiple radio channels and had to use other digital radio capabilities, the budget was a concern.

"We had lots of problems trying to coordinate communications between all the dispatchers & various field units," said Justin Gilbert, President for Connect Public Safety Systems. "Dispatchers would have a separate base station radio at their desk for each channel we had on the system, this would in turn create a very expensive radio system rental each year. We would also have a different software for GPS and texting functions."

The organizations radio network did not allow voice recording. It was not possible to access history logs with all communications for any kind of investigation.

The best option to cut costs and simplify the radio system was to migrate to a digital radio network and efficient software application. Being able to manage all radio channels as well as track GPS location from a single console meant less hardware rental and decrease in rental fee. The digital radio network was also able to provide text messaging functions and voice recording while increasing the quality of communications. After researching all the providers on the market, TRBOnet was selected as a provider of software for digital 2-way radio system.

THE TRBONET SOLUTION

TRBOnet Enterprise is built specifically for digital radio environments to provide easy-to-use, flexible and reliable dispatch application for Motorola MOTOTRBO. It works with multiple channels from a single console, saves time, costs and helps the staff meet communication objectives.

Before Home James & Connect Public Safety deployed TRBOnet Enterprise, different type of equipment had to be used to provide text messages capability alongside voice communications. With TRBOnet, dispatching voice and data can be performed from a single console with no need of additional hardware.

TRBOnet Enterprise takes radio communications to a new level. Its technology helps Home James to track GPS locations of each volunteer. Dispatchers can access the data by simply choosing the AVL tracking window in the console. The interface is simple to use without any special training required. TRBOnet also enables other key capabilities for Home James: continuous and reliable connection by implementing digital radio technology, and voice recording to automatically record all communications and make them accessible in the future for any type of training or investigation.

"The digital radio system gave us great coverage using the Connect Plus trunking system," Gilbert said. "It also allowed us to integrate AVL and texting without needing additional equipment. TRBOnet was the best software to easily have all the system functions accessible to our dispatchers right at their finger tips while not requiring extensive training to use the system."

THE RESULTS

All-in-one solution which is easy-to-use

The radio network at Home James supports voice dispatch & recording, text messages and AVL tracking so employees and volunteers can communicate with each other, share tasks, maintain relationships with partners and coordinate company's plans. With TRBOnet, everyday tasks became easier and faster.

Continuous and reliable connection

With TRBOnet, quality of incoming and outgoing calls at Home James has got better. Digital radio reception is naturally stable within the coverage zone. It gives more freedom to employees and volunteers to move without any risk of losing the reception.

Cost-effective

Home James can manage all their radio communications from one console using the same equipment and software. It reduces the number of applications and devices to fulfill all tasks. With TRBOnet, the budget is significantly decreased which makes the communication department cost-effective and efficient.



Sales and Support

For Sales and Support contact your local TRBOnet dealer or visit www.trbonet.com for a complete list of available dealers in your area.