



REVOLUTIONISING SAFETY AND COMMUNICATION: CITY OF VICTOR HARBOR UPGRADES TO SIMOCO DMR TIER III FOR ENHANCED EMERGENCY RESPONSE AND OPERATIONAL EFFICIENCY

Background and challenges

The City of Victor Harbor, situated 80 km south of Adelaide, faced a significant challenge in ensuring the safety of its employees working in remote areas with limited or no phone coverage. The council was relying on a single-site analogue radio system using Simoco SRM mobile radios on a trunking network primarily for voice communication. However, this system did not provide the necessary safety features required to manage emergencies efficiently.

The council was in search of a solution that could enhance safety without incurring ongoing costs. Lacking knowledge about the latest radio systems available in the market, the City of Victor Harbor collaborated with Simoco to explore different radio technologies. The primary goal was to upgrade their radio system with safety features provided by a digital radio system.

Solution

After careful consideration, the council selected Simoco DMR Tier III for its reliability and advanced safety features. The system's ability to provide live tracking was a pivotal factor in the decision-making process. Simoco's DMR Tier III not only offered near live GPS tracking but also included features such as lone worker and man down alerts. This upgrade allowed the council to address safety concerns effectively, especially for employees working in remote areas.

The Simoco Radio system was also capable of GPS tracking for assets, including trailers, integrated with vehicle tracking and portable radio tracking. This comprehensive solution enabled the council to have a unified system for tracking assets, people, and facilitating emergency responses.

These are some of the challenges City of Victor Harbor faced:



Communication constraints

The existing single-site analogue radio system lacked the necessary capabilities to manage emergencies effectively, posing a safety risk to employees working in remote areas with limited or no phone coverage.



Cost challenges

While the council recognised the need to enhance safety features through a modern digital radio system, their objective was to find a solution that improved employee safety without introducing ongoing costs.

Secure. Reliable. Adaptive.

Key aspects influencing the decision to choose Simoco

The council valued the solution's cost-effectiveness, as it involved no ongoing costs, making it a financially viable choice. The system's redundancy ensured continuous communication even in challenging scenarios, which was crucial for their operations. Additionally, the presence of local support met the council's operational needs effectively. A strong commitment to after-sales service and customer support also played a significant role in their decision-making process. Simoco's solution stood out as the most cost-effective and reliable option available in the market. Furthermore, the fact that Simoco was an Australian-owned company with local research and development support added to its overall appeal.



Live tracking

The system provided near live GPS tracking, enhancing real-time monitoring of personnel and assets.



Asset tracking

The inclusion of GPS tracking for assets like trailers ensured comprehensive asset management.



Lone worker and man down

These safety features helped in monitoring and responding to emergency situations promptly.



Ruthless pre-emption

In emergency scenarios, users could communicate effectively, ensuring a swift and coordinated response.



"The new DMR Tier III system has proven not only to be reliable and resilient but is playing a major role in enhancing Work Health and Safety (WHS) for on-call and emergency works. This in line brings an efficient emergency response process and ensures the safety of our council staff throughout the day"

Michael Ross

Operations Manager at City of Victor Harbor



Result

The successful implementation of Simoco's solution not only addressed the safety concerns of the council but also provided a reliable and efficient communication infrastructure for day-to-day operations. The ongoing customer service and support further solidified the positive impact of the decision on the City of Victor Harbor.

Equipment deployed

Simoco SDM610 AC band radios, SDP660 portables, SDB680 bases, Velocity and desk bases.