



ENHANCING OPERATIONAL EFFICIENCY AND SAFETY FOR SERCO USING SIMOCO'S ADVANCED COMMUNICATION SOLUTION

Background and challenges

Serco is a prominent player in the public service industry, employing hundreds of Mobile Safety Camera Operators across Victoria, Australia. These operators are supported by a robust evidence management team responsible for processing millions of images annually. Serco has been a trusted partner of the Victorian Government, Department of Justice and Community Safety, Victoria Police, and VicRoads since 2007, managing the road safety camera program in the state. Serco needed a reliable partner to provide a comprehensive and secure communication solution.

Solution

Strategic partnership and workshops

Simoco, having supported Serco's communication needs for over five years, proposed a three-pronged approach: Consult, Build, and Operate. This collaborative strategy ensured a tailored solution to Serco's operational needs, focusing on enhancing the safety of lone workers and ensuring robust communication channels.

Implementation

Simoco delivered a robust communication solution tailored to Serco's needs, integrating existing SDM622 radios and duress pendants with the EC800 Velocity edge computer and a satellite modem. This created a resilient multi-bearer system for field operators.

By leveraging 4G, public LTE, and satellite services, a hybrid infrastructure-free network was established, ensuring uninterrupted communication with lone workers in remote areas. Push-to-Talk over Cellular (PTToC) enabled seamless voice and data transmission across Victoria, with satellite backhaul for coverage gaps and critical alerts.

The solution reused existing hardware, requiring no additional training, and featured a user-friendly interface. A modernised, secure control room replaced the legacy setup, incorporating automation for streamlined operations. Customisation of readily available commercial off-the-shelf (COTS) hardware to meet Serco's specific needs, offering unrivalled functionality.

These are some of the challenges Serco faced:



Closure of the State Mobile Radio (SMR) network

The statewide radio network, which Serco relied on for communications, was scheduled for closure, necessitating an alternative solution.



Safety concerns for remote workers

Serco's operators will on occasion work in remote areas and therefore require reliable and secure communication channels.



Outdated control room infrastructure

The control room was operating on legacy hardware that offered limited support and was not conducive to modern operational needs.



Need for technology modernisation

Serco recognised the need for technological upgrades due to the closure of the State Radio Network and improving operational efficiencies. In doing this they sought the right expertise to implement these changes.

Secure. Reliable. Adaptive.

Key aspects influencing the decision to choose Simoco

Simoco excels in delivering reliable and continuously evolving communication solutions in the public safety sector. As a long-standing trusted partner to Serco and its mobile camera operators, we have a proven track record. Our innovative approach includes leveraging existing equipment and integrating it with future-proof technology like the EC800 Velocity edge computer and satellite modem, ensuring reliable, state-wide communication. Our collaborative "Consult, Build, Operate" model ensures a seamless transition, enhancing operational efficiency and safety. By modernising systems and introducing automation, we streamline operations and add crucial safety features. Cost-effective and future-proof, Simoco's solutions provide robust, adaptable communication infrastructure for Serco.



Enhanced safety and efficiency

The multi-bearer solution enhances lone worker safety with reliable communication, automatic alerts, and streamlined operations, ensuring continuous support and rapid emergency response in remote, high-risk areas.



Reliability and coverage

The multi-bearer solution ensures consistent and reliable communication across the entire state of Victoria, crucial for field operations in diverse and remote locations.



Ease of use and training efficiency

By utilising the existing radio microphone interface, the solution remains familiar to users, eliminating the need for retraining and ensuring seamless adoption.



Cost-effectiveness and future-proofing

The solution provides a reliable and cost-effective, secure communication pathway, mitigating risks associated with the SMR shutdown and preparing Serco for future technological advancements.ongoing maintenance.



"The evolution from a radio replacement system to an infrastructure-free, seamless transition has empowered Serco operators, enhancing efficiency with automated processes."

Steven Crawcour
Detection Services Manager



Result

Simoco's comprehensive communication solution successfully addresses Serco's challenges. The partnership between Simoco and Serco exemplifies how tailored technology solutions can drive significant improvements in critical public service operations. By leveraging existing infrastructure and integrating modern technologies, Simoco delivers a cost-effective, scalable solution that ensures Serco's continued success in managing Victoria's road safety camera program.