



LONDON BOROUGH OF CROYDON COUNCIL

CASE STUDY



THE CUSTOMER

London Borough of Croydon Council covers an area of 33 square miles and is the most heavily populated of London's 32 boroughs with over 330,000 residents. More than 400 council staff, including security, municipal services, housing, facilities management, shop watch and safer neighborhood teams needed tough, lightweight and waterproof radios for instant one-to-one and group communications.

THE CHALLENGE

Following the installation of a trunked, borough-wide network to replace twelve separate back-to-back systems, London Borough of Croydon needed to update user radios to meet the latest health and safety requirements.

The council's existing radios lacked the functionality required to enable efficient cross-team collaboration between a growing number of mobile workers. Range, clarity and voice quality needed improving in Croydon's hilly, increasingly build-up area. The council also wanted to leverage advances in handset design and provide workers with ergonomically shaped units that were robust enough to withstand rough wear-and-tear and wet weather conditions.

The council also needed to add location-tracking capability to further enhance the safety of housing and neighborhood services workers who operate alone or in remote parts of the borough.

Customer profile

London Borough of Croydon covers an area of 33 square miles and is the most heavily populated of London's 32 boroughs with more than 330,000 residents. The borough is also home to southeast England's largest office and retail centre outside central London.

Applications

- 380 x Tait TP8100 Trunked Portable radios

Business benefits

- Group and one-to-one communications
- GPS-enabled one-touch emergency key helps dispatchers to know where to send assistance should a worker need it
- Easy programming for rapid radio customization
- Improved coverage allows service workers to move around more freely whilst keeping in touch
- End-to-end leased solution from Tait reseller allows benefits of clear communications immediately without large capital outlay

"Tait TP8100 radios deliver the health and safety features we need to give our housing officers, wardens, caretakers and other front-line staff the best possible protection with the option to add new security-enhancing capabilities as they become available."

Paul Hayward
Neighborhood Services Manager
London Borough of Croydon Council

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THE SOLUTION

Croydon chose Tait TP8100 trunked portables on the recommendation of its long-standing communications partner and Tait reseller Chatterbox Radio. The built-in emergency key, Lone Work button and long battery life offered the best value for money. The radios support both one-to-one and group calls while providing a platform for features that conform to health and safety requirements, such as location tracking using GPS. In addition, the Tait handsets provide seamless compatibility with the legacy two-way radio equipment used by other parts of the council.

Croydon opted to rent the portables it needed, which allowed the council to benefit immediately from the new radios without any capital outlay and at a budgetable monthly cost. The reseller's expertise in Tait systems and same-day replacement service for faulty units gave the council an end-to-end management solution without the need for in-house expertise.

THE OUTCOME

The Tait radios help Croydon maximize the benefits of its borough-wide trunked system that optimizes spectrum-sharing between user groups and avoids waiting time for call connections. The TP8100 intuitive functionality and ease-of-use enabled staff to begin using the new radios after only minimal training.

The TP8100s support both individual and group calls. Most users simply press a button to communicate instantly with colleagues in their team. Managers' radios have been programmed to also enable one-to-one calls and short text messages with colleagues in all user groups.

The borough's many users include park wardens, housing managers and caretakers on council-run estates and security professionals and managers at municipal facilities such as libraries and sports centers.

The radios are now also used to connect retailers participating in the police-backed 'Safer Croydon Radio Scheme', a stopwatch initiative that allows traders to alert each other to shoplifters. The scheme has attracted a number of retailers and has resulted in a drop in theft and anti-social behavior.

The TP8100 emergency key increases the safety of caretakers, wardens and housing estate managers by enabling them to communicate with all colleagues and the control room instantly if they require assistance. Housing teams are being provided with GPS-enabled remote speaker microphones to enhance safety further by enabling their whereabouts to be tracked in real-time by the control room.

Reseller Chatterbox Radio continues to provide ongoing support to council users through its managed service and supplies additional units if required. The reseller's expertise will enable Croydon to leverage the full features of the radios to build a customized solution for the council as its communications needs evolve.

MORE INFORMATION

For news, product specifications, comprehensive technical information and contact details of your nearest Tait service facility, please visit

www.taitradio.com

Tait is your complete supplier of radio communications equipment, with mobile, portable and infrastructure solutions. Tait is renowned for its flexibility, responsiveness and commitment to producing innovative world-class mobile radio communications products.

Specifications are subject to change without notice and shall not form part of any contract. They are issued for guidance purposes only. Please note that not all frequency bands and power outputs are available in all markets. For further information please check with your nearest Tait office or authorized dealer.

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