



SOUTH AFRICAN POLICE SERVICES, SOUTH AFRICA

CASE STUDY



Customer profile

The South African police

Applications

- Customized solution

Business benefits

- Customized solution to suit customer requirements
- Identical user-interface to those previously supplied
- Proven Tait reliability

Products used

- Custom designed TM8124 mobile radio

THE CUSTOMER

The South African Police Services (SAPS) is the national police force and the principal law enforcement agency of the Republic of South Africa.

The SAPS has more than 129,000 staff and is responsible for many public services throughout the country including crime prevention, response services, intelligence, security and detective services.

THE CHALLENGE

The SAPS was looking for a radio communications provider to serve the needs of the country's police force with instant and dependable communications for a two-year supply contract.

The SAPS officers were accustomed to using the T2020 mobile radios, but sought to update their technology to a more technically advanced mobile radio.

"Given that South Africa will be hosting the 2010 Soccer World Cup, the SAPS radio engineers scrutinized not only the performance of the products offered, but the capabilities of the companies backing the product offering. Notwithstanding aggressive competition from all major radio communications product manufacturers, Tait and Emcom Africa came out on top with the best product offering, twice."

George Spencer
Emcom

www.saps.gov.za

THE SOLUTION

Having been successful in winning the previous two year contract with the SAPS, Tait and its South African dealer Emcom had a good idea of the requirements and were able to respond with a new and innovative product offering.

Tait custom-designed the TM8124 mobile radio to suit the exact needs of the SAPS.

The radio maintains the current T2020 control head that the SAPS officers are accustomed to using, whilst introducing the TM8115 radio body and keypad, making the product the right fit for the SAPS requirements.

Tait Radio Communications Vice President of Sales Engineering, Jan Noordhof states, "Even though Tait is no longer building the T2020 model, it was important to create the right fit for the customer. By combining the familiar T2020 mobile radio with Tait's newer TM8115, the custom-built TM8124 mobile radio offers users increased functionality without disrupting the look and feel of their current radio."

This latest contract will see the TM8124 and the T5020 portable used exclusively - the SAPS will use only Tait terminals for their nationwide analogue systems.

THE OUTCOME

The new contract has positioned both Tait and Emcom as major players in providing a secure environment at the 2010 Soccer World Cup, which will be hosted by South Africa. With a police force currently numbering 129,000 that is expected to grow by another 40,000 officers by 2010, it is expected that relatively large numbers of radios will be purchased in advance of this event.

Tait mobile and portable radios have provided dependable communications in various units of the SAPS, having been extensively used within the force for the past 10 years. The radios are well known by the SAPS radio technical support units and have been successfully deployed in mission critical applications across the country.

George Spencer from Emcom notes that it is significantly more difficult to win these types of contracts for two years running.

"We beat the competition last time with the T2020 and T5020. This time around, some innovative thinking allowed us to create a product the customer could not refuse. It is a significant achievement to win two, two-year supply contracts back-to-back".

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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