

DMR, the Lifeline for Stockholm Based Courier Service

ASA Serves a Daily Basis Millions of People with Hytera Digital Solution

User
ASA Transport AB, Sweden

Market segment
Courier Service

Project time
2013

Products
PD78XG Portable Radio
MD78XG Mobile Radio
Hytera dispatch system

Solution features

- GPS positioning
- Central resources management
- Private call support



Background »»

ASA Transport AB is a courier service with a strong focus on Stockholm, the capital of Sweden. Right from 1995, professional mobile radio (PMR) has been an obvious addition to the cell phone. It is an important tool for quick and instant communication between courier drivers and control center. The PMR is used for everything from guiding drivers to calling out corrections on driving orders. When the analog system used was becoming unfashionable and harder to maintain, ASA started to look for a digital solution, in which the positioning function and text messages they saw as more important benefits with DMR.

Hytera Solution »»

ASA uses vehicle-mounted terminals PD78XG and MD78XG, from Hytera supplied by Zodiac Sweden AB, connected to an external GPS antenna. The command center uses Hytera dispatch system. One of the most tangible benefits is that the new system generates work gains. The built-in flexibility in the command center reduces stress for the operators and helps them to give better service to the drivers.

ASA uses a mobile based system with hand-held computers in order to send work orders, receipts and positioning feedback to the ordering system. However mobile networks are not completely stable. The same network is used for professional and private data as well as pure entertainment purposes. The Hytera dispatch system allows operators to send text messages to DMR terminals, such as transport orders. This is a backup if the mobile network is down.





Values brought by Hytera Solution

Systems based on digital radios serve a daily basis millions of professional users and guarantee security for businesses, employees and the public. In addition to a need for immediate and rapid voice communication, these users also need access to secure and encrypted information and opportunities for data communication.

Central resources management

ASA works with three voice channels where one consists of an auxiliary channel. Previously there was one traffic controller per channel, which can be stressful for a traffic controller when meeting high traffic tasks at one channel. The new digital solution reduces stress for traffic managers substantially, since the central management can balance available resources internally.

Private call support

One of big advantages is the ability to invoke a single radio and avoid other radios to hear the conversation. There are many examples of situations where both the driver and control center want or need to talk privately. It is much smoother, and in several aspects safer, to do this via radio link than through the phone.

GPS positioning

Thanks to the GPS positioning via radio terminals, the traffic control has a back up as the cars can be "plotted" on Google maps. Another advantage Jonas Andersson, radio communications manager at ASA, finds the digital is that traffic managers are no longer tied to a physical radio. Today, traffic management sit more freely positioned where all communication is handled in traffic controllers computers.

Voice from Customer

"For us there were many obvious advantages for switching to a digital solution."

"Any professional knows that the mobile network goes down a couple of times a year. For us this means that we do not get our work orders out and we quickly lose control of the cars. Thanks to the positioning via radio terminals, the traffic control has a back up as the cars can be "plotted" on Google maps."

---Jonas Andersson, radio communications manager at ASA



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