

Hytera PoC Solution Facilitates Communications of Thai Private Security Company



Introduction

When Guardforce Security in Thailand wanted to replace its old analog two-way radio system, it decided to implement a Push-to-Talk over Cellular (PoC) system based on the Hytera HyTalk platform and PoC radios. The solution provides nationwide coverage, more capacity and greater functionality, including location tracking and 4G video streaming to enhance the operational efficiency of security personnel.

The Background

Guardforce Security (Thailand) Company Ltd. is a private security company, which provides a comprehensive range of security solutions. The company is composed of three business entities: Guardforce Security (Thailand); Guardforce Aviation Security; and Guardforce Service Solution.

Guardforce supplies technology-driven security solutions to a wide range of clients across Thailand, including banks, government organisations, retailers, shopping malls, hotels, airports and other corporations. The company employs approximately 5,000 security personnel across its three divisions.

Project Name

Hytera PoC Solution Facilitates Communications of Thai Private Security Company

Client Name

Guardforce (Thailand) Co., Ltd

Project Location

Thailand

Industry

Security

Products/Solutions

- Hytera PNC380 Handheld PoC Terminals
- Hytera PNC360S Handheld PoC Terminals
- Hytera Hytalk Platform



The Challenge

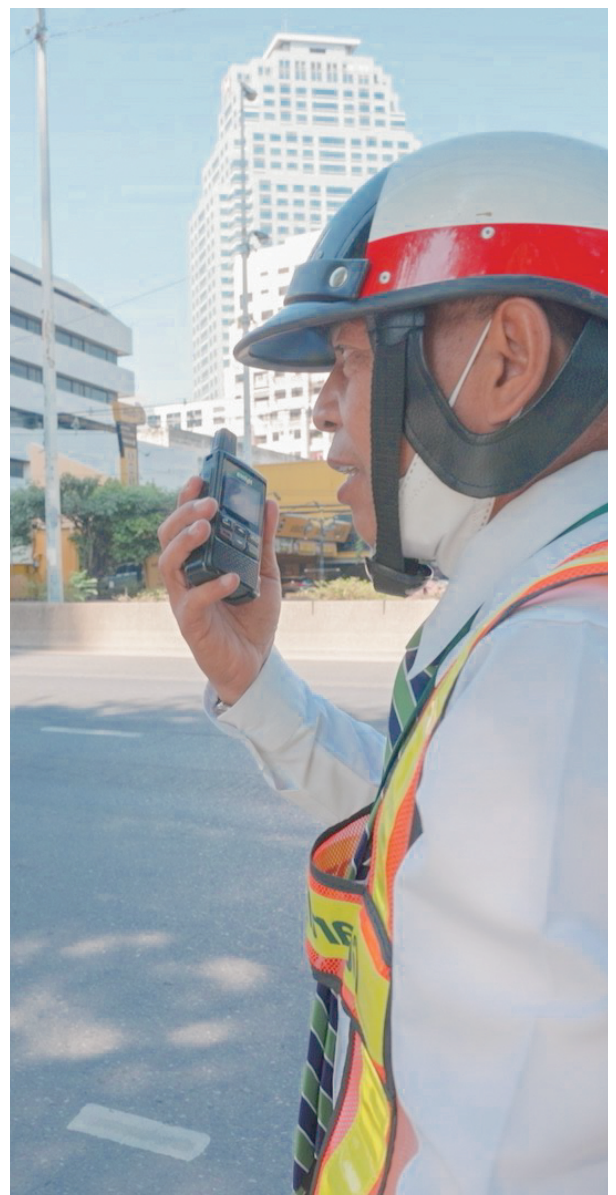
Guardforce security personnel were using a traditional analog two-way land mobile radio (LMR) system for their communications. However, the analog radio system suffered from a number of drawbacks, including unclear sound and a limited coverage range. The limitations of the radio system had a detrimental effect on the efficiency of day-to-day operations.

Guardforce Security wanted to upgrade the radio system with a modern, reliable solution. The new system needed to provide more extensive coverage, greater capacity and better audio quality. The overall goal was to improve the delivery of Guardforce's security solutions and increase staff productivity by enabling them to operate more effectively.

The Solution

After looking at various options, Guardforce decided to invest in a PoC solution, which provides all the key benefits of LMR systems such as instant PTT group, individual and emergency calling, plus the added advantage of supporting broadband apps such as data and video.

The PoC solution unshackles users from having to depend on a limited frequency resource and having to pay for the expensive frequency licences required by



private LMR systems. As PoC operates over the existing 2G, 3G and 4G networks of commercial mobile network operators (and Wi-Fi), there is no need to invest in expensive infrastructure like base stations and repeaters. The cost-efficiency of PoC and the proven stability of Hytera's PoC solution were key factors in Guardforce's decision.

Guardforce chose Hytera PNC380 and PNC360S PoC radios operating on a Hytera Hytalk platform. The PNC380 radio combines instant communications and multimedia data services in a single device to support applications such as 4G video transmission, location sharing and instant messaging.

The PNC360S radio is an even more compact and portable radio, as it is just 104mm high, 54.6mm wide and 26.5mm thick, so it fits comfortably in the palm or pocket. The simple one-sided key layout makes it easy to operate with one hand. The 4,000 mAh battery can last for more than two days on a single charge.

Products

- Hytera PNC380 Handheld PoC Terminals
- Hytera PNC360S Handheld PoC Terminals
- Hytera Hytalk Platform



The Benefits

Clear Communications

The PoC devices benefit from Hytera noise reduction technology, so they deliver loud and clear audio even in very noisy environments. Unlike the analog radios, PoC communications are safe as they are fully encrypted.

More Effective Communications

Better audio quality and GPS location services enable teams to communicate more effectively, thereby enhancing teamwork and enabling better coordination of activities. The instant PTT voice and text are augmented by broadband data and GPS, GLONASS, and BDS location services for faster location of assets and more efficient dispatching.

Cost-effective Solution

The maintenance of the HyTalk software platform is much cheaper than that of a narrowband LMR system where the repair and maintenance of equipment such as towers, antennas and base stations is a considerable operational cost. Furthermore, the maintenance and upgrade of the communications system can be executed remotely over-the-air, which is both convenient and highly efficient.



Video Delivers Enhanced Situational Awareness

The PNC380's 5MP rear camera allows security guards to stream video back to the dispatcher or supervisor in real time, which helps to improve situational awareness and aid decision-making in the event of an incident.

Rugged and Robust Devices

Both the PNC380 and 360S are highly rugged devices with an IP67 rating, so they are fully protected from dust and are water-proof up to a depth of 1m for 30 minutes. The radios also meet the MIL-STD-810G standard, so they can withstand a 1.5m drop.

Local Support Available

Hytera has a strong local support team in Thailand, so whenever there is a problem with Guardforce's communications the team can fix it right away.



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