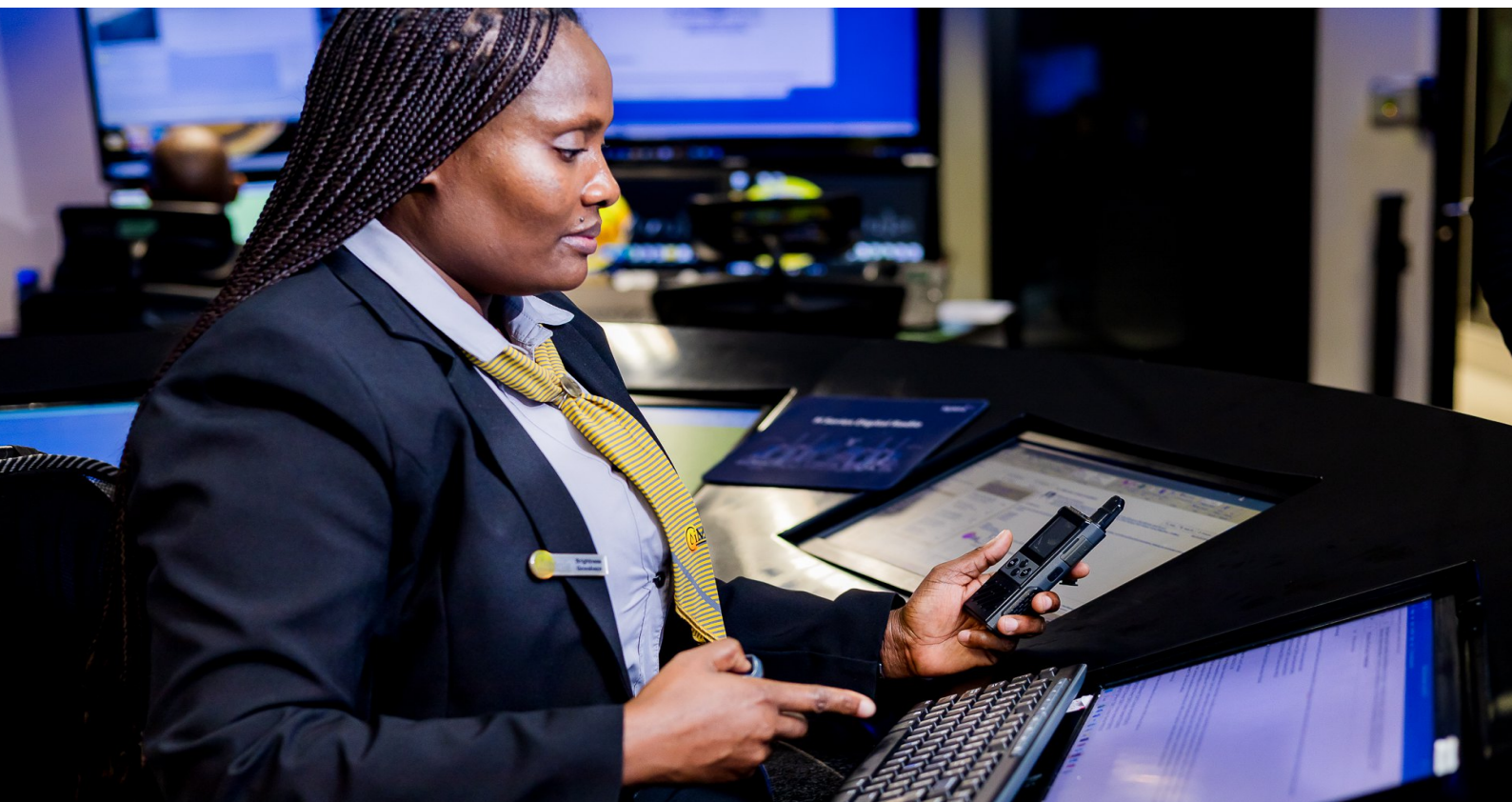


Hytera PoC Solution Extends Coverage to Remote Sites in South Africa for iMvula Group



Introduction

South Africa's iMvula Group provides security services at more than 2,000 sites nationwide, but its existing DMR network could not reliably reach some remote locations. Hytera distributor Sentiv implemented a Hytera HyTalk PoC + Patrol solution to supplement the DMR network and extend cost-effective coverage to all sites. The solution also helps security companies manage dispersed personnel more efficiently, enabling rapid communication and unified patrol and dispatch management.

The Background

Based in Sandton, northern Johannesburg, iMvula Group provides managed solutions to a wide range of clients across South Africa. Private security is the largest revenue contributor within iMvula's Outsourcing division, which serves nearly 2,000 sites nationwide across industries including commercial real estate, education, finance, government, healthcare, manufacturing, industrial operations, logistics, retail, natural resources, and public transportation. The Group employs more than 8,000 security officers.

Project Name

iMvula Group HyTalk PoC Project

Client Name

iMvula Group

Project Start/End Dates

Since 2020

Project Location

South Africa

Industry

Private Security

Products/Solutions

HyTalk PoC + Patrol Solution
Hytera P30, P30 lite, PNC360S, PNC370, PNC460, PNC560, MNC580 PoC Terminals
SC580 Body Camera
DMR Portable Two-way Radios

iMvula delivers converged security services that enhance the traditional guard model with modern technology, creating more efficient and effective solutions for customers. Reliable, robust communication is a key part of this technology-driven approach.



The Challenge: Extending reliable coverage to remote sites

iMvula had deployed a Digital Mobile Radio (DMR) two-way radio system using repeaters to provide and extend coverage. However, the network still struggled to reach remote locations reliably, creating a significant operational challenge.

Managing remote sites also created daily challenges. Supervisors lacked real-time visibility into guard performance across locations, while manual scheduling and shift changes led to overtime disputes, compliance risks, inaccurate timesheets, billing errors, and delayed payments. These fragmented processes increased administrative costs, affected staff morale, and weakened client confidence in service reliability. iMvula needed a communication solution that could complement its DMR network with wider coverage while enabling real-time guard monitoring and management, including in the most remote service areas.

The Solution

Hytera's distributor, Sentiv, has provided iMvula with most of its mission-critical communication requirements to date, so the Group asked it to come up with a solution. Sentiv recommended using Hytera's HyTalk Push-to-Talk over Cellular (PoC) platform and patrol system, as well as Hytera P30, PNC370 PoC Terminals, and SC580 Body-Worn Camera.

PoC provides all the benefits of two-way radio systems such as instant PTT individual, group and emergency communications. Still, it operates over existing public mobile phone networks rather than its own private infrastructure. This helps minimise the company's investment while maximising its return in terms of flexibility, coverage, and added radio functionality.



The patrol system integrates scheduling, inspection, tracking, reporting, and data analysis, enabling digital, visual management and intelligent operation of the patrol workflow. It helps enterprise clients ensure personnel safety, optimise operations, and improve efficiency.

The Hytera PoC + Patrol solution easily met the coverage and Real-time management requirements, while the HyTalk management platform integrates with PoC handheld terminals, mobile phones, body-worn cameras (BWCs), Android OS-based devices, and dispatching software.

Sentiv provided iMvula with 1,700 Hytera devices, of which 90% are PoC portable terminals and 10% are DMR terminals. This allows for seamless communications based on South African mobile phone operator Vodacom's network.

The Benefits

Cost-effective Wider Coverage

The Hytera radios have been used by iMvula security personnel over the past six years throughout South Africa at more than 2,000 sites including remote locations, suburban areas, mines, government departments, hospitals, universities and so on. Based on the public operator network, Hytera PoC solution requires no infrastructure, it provides very cost-effective, flexible, nationwide instant communications.

Greater Functionality

Hytera PoC solution provides more accurate GPS locations, voice recording, geofencing, video surveillance, dispatcher systems, remote over the air programming and the ability to make immediate changes to the terminals.

Intelligent Scheduling and Flexible Management

Patrol scheduling allows for flexible allocation of personnel, tasks, and routes to adapt to various scenarios. It supports dynamic adjustments and real-time updates to handle unexpected tasks or personnel changes.

Products

- HyTalk PoC + Patrol Solution
Hytera P30, P30 lite, PNC360S,
PNC370, PNC460, PNC560,
MNC580 PoC Terminals
- SC580 Body Camera
- DMR Portable Two-way Radios



Comprehensive Patrol Status Monitoring

Supervisors can monitor the progress and status of each patrol route at any time. Real-time GPS positioning and historical playback are supported for complete route tracking. Patrol details and route completion rates can be exported with a single click. Automatic email sending is also supported, ensuring that supervisors have comprehensive access to all information.

Body Cameras Bridge the Distance Gap

Hytera body cameras support real-time video streaming, enabling managers to monitor remote sites, reduce distance-related blind spots, view incidents as they unfold, and intervene quickly in emergencies. Two-way voice communication allows on-site personnel to receive immediate guidance, while recordings provide reliable evidence for incident review and client billing, helping reduce disputes. Together, these capabilities turn isolated security personnel into connected, accountable, and better-protected assets.

Superior Devices

Hytera provides robust, high-quality devices in terms of durability, functionality, and ergonomics. The devices are reliable and rugged, as they are MIL-STD-810 G and IP55-certified. They also have a long battery life, which can support a full day's shift, as well as delivering loud, clear audio transmissions.

Good Customer Support

Hytera and Sentiv, an authorised Service Centre provide excellent after-sales support in terms of advice, troubleshooting, repairs, and maintenance.



Hytera Communications Corporation Limited

Stock Code: 002583.SZ

Address: Hytera Tower, Hi-Tech Industrial Park North, 9108# Beihuan Road,
Nanshan District, Shenzhen, P.R.C

Tel: +86-755-2697 2999 Fax: +86-755-8613 7139 Post: 518057

<https://www.hytera.com> marketing@hytera.com

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