



DELIVERING SEAMLESS, RELIABLE TRANSPORTATION SERVICES FOR AN INTERNATIONAL SPORTS EVENT IN JAPAN

The event was one of the largest communications projects of its kind in Japan. Motorola Solutions' sales partner, Ontheway Co., Ltd. was heavily involved in this project right from the project bidding stage, down to coordinating and negotiating with stakeholders, conducting service verification tests, and onsite operations throughout the event period.

Timelines were tight with only a four-month period between when the decision was made about the project bids and when the event would take place. Additionally, there was no room for compromise in having superior hardware products, system stability, and the number of radio terminals available to support the event. Manufacturing and procuring 5,000 radios within this tight deadline was only one aspect of this project's risks. The COVID-19 pandemic also cast a shadow over the event with the possibility that it could get canceled or postponed.

MANAGING COMPLEX NEEDS WITH A FLEET OF 5,000 BROADBAND PUSH-TO-TALK RADIOS

The TLK 100 was selected as the purpose-built radio device to be used on the WAVE PTX broadband communications system provided by Motorola Solutions. Its use was key in tackling the complexity of organizing transportation services required by this large-scale event. The collaboration with Motorola Solutions, its distributor and sales partner also played a pivotal role in the success of this project.

With the help of 5,000 LTE radios, the team was able to provide reliable, group voice communication to coordinate personnel requesting transportation services at this major international event. This event was held over different venues spread across different cities in Japan.

“Our success in serving the needs of this internationally-recognized event lies in Motorola Solutions' collective extensive know-how and expertise in setting up private enterprise systems. Such an event typically encounters many different challenges, and overcoming them relies on systems that are developed for use in public safety operations, and with products that focus on fundamental functionalities.”

Naosuke Teruya, Operating Officer,
Ontheway Co., Ltd

OntheWay





SECURING A LARGE DOMESTIC FLEET OF 5,000 RADIOS IN A SHORT TIME

When Ontheway began coordinating with its clients on the project requirements leading up to the bidding process, the TLK 100 radio had only just launched in Japan, and the WAVE PTX service had gone live only recently. There was no local service record to the effectiveness of its use at other major local events in Japan. Despite this, Ontheway's project manager, Naosuke Teruya, spoke highly of Motorola Solutions' global track record with customers and delivering push-to-talk voice communications successfully at other major international events - resulting in the service gaining support from the client.

RIGOROUS VERIFICATION TESTS COMPLETED WITHOUT A HITCH

With the global COVID-19 pandemic showing no signs of abating, the organizers decided to delay the event by one year. The technical team at Ontheway and Motorola Solutions used this period to conduct rigorous verification tests to replicate the scale and likely complexities of the actual event. The team began with 1,000 radios to pilot the tests to determine the best configuration and the most efficient connection process. An additional 4,000 units were added and deployed later to support the event.

The verification tests took place over a five-month period, where various possible scenarios were investigated. For Motorola Solutions, this was its first-ever connection of 5,000 radios at one time anywhere in the world. No expense was spared to deploy all the necessary resources to support the rigorous testing, leading to improved accuracy of the verification results.

“I think Motorola Solutions' global brand image from previous successful deployments at other international events provided a strong sign of strength for the product and its service capabilities.

Personally, I had full confidence in Motorola Solutions' radio functionality and communications technologies.

Having said that, 5,000 radios was a large-scale deployment never seen before, and we worked to prepare ourselves to respond to any unexpected defect or error.”

Naosuke Teruya, Operating Officer,
Ontheway Co., Ltd



STABILITY OF COMMUNICATION SERVICES, DESPITE TAKING ON EXPANDED NEEDS DURING THE EVENT

Decisions on whether to have spectators at the different venues and other uncertainties persisted right up to the start of the event in the summer of 2021. A framework was put in place for teams to respond to unexpected circumstances. However, no incident of a radio malfunctioning or communication issues happened during the event. The communication environment stayed stable and was reliable throughout the entirety of the event.

In fact, TLK 100 voice communication was even expanded to support wide-area communication outside the event's venues. This additional usage of the WAVE PTX radio communication system was unexpected. The organizer had initially set up dedicated mobile systems to coordinate vehicle management and operations. Establishing prompt communications, however, proved to be a challenge during the event. The system was replaced by TLK 100 broadband radios instead, and allowing people to speak directly to one another over radios proved to be a faster and simpler method than requiring them to type out text messages on a keyboard. For users who were not familiar with using emails and chat communications, the single button push-to-talk operation of the TLK 100 proved to be an easy way to communicate.

The decision to expand WAVE PTX voice communication service and TLK 100 broadband radio usage gave evidence to the high degree of trust users had in the simplicity and quality of the service and devices.

SIMPLE, PURPOSE-BUILT DESIGN, SINGULAR FOCUS FAVORED BY INTERNATIONAL ENTERPRISES AND USERS IN PUBLIC SAFETY SECTOR

The successful deployment of Motorola Solutions' WAVE PTX system and TLK 100 devices in one of the world's largest broadband radio communications operations of its kind speaks volumes about Motorola Solutions' technical capabilities and product strength.

"I got a real sense of the latent strength of one of the world's leading manufacturers as we were carrying out verification tests," says Mr. Teruya of Ontheway.

“It was great to see a large number of employees feel a tremendous sense of accomplishment and satisfaction in successfully achieving one of the largest projects of its kind in the world.

The TLK 100 radio and WAVE PTX played a critical role in the success of this event.

Ontheway will continue to focus on promoting TLK 100 usage in various industries, and adoption by businesses. The successful use of Motorola Solutions' TLK 100 radios at this major international event serves as a good testament of the value that the TLK 100 radio presents to businesses in Japan.”

Naosuke Teruya, Operating Officer,
Ontheway Co., Ltd



THE MOTOROLA SOLUTIONS DIFFERENCE

Motorola Solutions' products differ from those offered by other Japanese manufacturers by being more often used by public safety agencies instead of by end users in the private sector. In the U.S., Motorola Solutions' products are used in a variety of public safety settings, as well as by commercial enterprises in transportation and logistics, manufacturing, private security, hospitality, education, and more.

The TLK 100 is purpose-built for mission critical communication use and only displays the channel in use. The product design focuses primarily on improving voice audio quality and durability while keeping information displayed to a minimum. With the majority of users not relying on visual or text information when using radios in the field, keeping things simple and focused made the radio less complicated to operate.

WAVE PTX AND TLK 100 TWO-WAY RADIOS

RAPID, RELIABLE DEPLOYMENT. NATIONWIDE COVERAGE.

Combining the broad coverage of a nationwide LTE mobile network with two-way radio communications, WAVE PTX and TLK 100 two-way radios get your team connected fast. Forget building out or maintaining costly radio infrastructure. Get your team up and running quickly by deploying nationwide push-to-talk in less than 24 hours.

FEATURES AND BENEFITS

- Over-the-Air device management
- Powerful and slim design
- Wi-Fi connectivity
- Location tracking
- Loud, clear audio
- Private and group push-to-talk
- Real-time presence

For more information, please visit motorolasolutions.com/wave



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