



# INTEGRATED PERSONNEL TRACKING SOLUTION WITH MOTOTRBO™ DMRALERT® IN-TRACK

MOTOTRBO DMRALERT® IN-TRACK INTEGRATED PERSONNEL TRACKING SOLUTION ELEVATES PERFORMANCE AT MEADOWHALL SHOPPING CENTRE



Yorkshire's iconic Meadowhall Shopping Centre situated on the outskirts of Sheffield has established itself as the region's definitive retail experience, attracting millions of visitors each year. Stretching across 1.5 million square feet of floor space, the Centre houses 280 stores featuring designer brands such as Firetrap, Lipsy and Hotel Chocolat. Shoppers can dine at 50 different eateries or be entertained by the 11-screen cinema complex.

## THE CHALLENGE

### Single Solution Sought To Advance Efficient Use of Resources

Meadowhall had previously used a manual personnel monitoring system to plot the location of its staff. This combined with an analogue two-way radio system, which had several coverage black spots, making it difficult to communicate at times.

With their strong focus on safety and high standards of customer service, Meadowhall required an integrated personnel tracking solution that would enable the company to locate staff throughout the centre quickly and accurately while also meeting their needs for reliable one-to-one and group communication.

Motorola Distribution Partner DCRS worked with Application Partner Alsatel to develop DMRALert® IN-TRACK, a customised tracking solution running on the MOTOTRBO digital radio platform.

## THE SOLUTION

### Digital Radio Provides Backbone for Customised Tracking System

In order to handle the high volume of voice and location data, the system is using Motorola's Capacity Plus trunking technology that dramatically increases the capacity of a standard MOTOTRBO system.

Meadowhall has purchased a fleet of MOTOTRBO DP 3600 hand portable radios for management, security, technical and cleaning employees to use across the centre. Each radio has been fitted with a DMRALert® IN-TRACK option board. This interacts with wireless beacons that have been installed discreetly throughout the site. Every time a radio passes a beacon, it sends a signal to the control room. The radio's location is mapped on one of two plasma screens, which respectively show the centre's upper and lower malls. Tracking information is recorded by the centre and stored for full traceability.

## CUSTOMER PROFILE

**Company**  
Meadowhall Centre Limited

**Partner Name:**  
Distribution Partner: DCRS Ltd  
Professional Radio Application Partner: Alsatel

**Industry Name:**  
Retail

**Product Bullets:**

- MOTOTRBO™
- Capacity Plus
- DMRALert® IN-TRACK

**Solution Feature Bullets:**

- Extended communications coverage
- Simultaneous voice and data
- Integrated personnel tracking
- Lone worker protection

**Solution Benefit Bullets:**

- Increased safety
- Better utilisation of resources
- Quicker reaction times
- Improved security

## CASE STUDY

Meadowhall Shopping Centre

**This system is just part of our approach to improving the safety and security of visitors, retailers and staff within the centre. It provides excellent coverage of the centre, allowing us to ensure swift and targeted support, whilst improving response times and ultimately safety.**

Dawn Osborne, Head of Operations, Meadowhall



MOTOTRBO's advanced call management feature facilitates individual and group calls between multiple users and has an all call option to override communications in the event of an emergency. The Automatic Registration Service (ARS) command shows which radios are on-line and those that can be enabled or disabled remotely.

In addition to Meadowhall's own teams, there are over 280 retailers within the centre who connect to the control room via a 'Centrelink' analogue radio system. MOTOTRBO's ability to operate in both analogue and digital mode will facilitate the gradual upgrade of the 'Centrelink' system to a digital platform, to allow them to benefit from the increased functionality and extended coverage offered by the new network.

### THE BENEFIT

#### **Greater Coverage and Monitoring of Staff Movements Adds True Value to Retail Outlets**

The ease of installation of the MOTOTRBO DMRAIert<sup>®</sup> IN-TRACK system caused minimal disruption to Meadowhall's operations and communication has been improved due to the full indoor and outdoor coverage provided by the digital radio system.

In addition, the integration of the retailers' analogue communication system into the digital network enables retailers to share information with security officers. This has tightened security and promotes a co-ordinated effort for tackling criminal activity.

The ability to track and locate personnel throughout the centre will improve response times and safety levels. Also, being able to store data from the tracking system and draw reports which indicate the date, time and location of staff, can be invaluable in mitigating insurance claims for slips and trips. Together with CCTV footage, it provides important evidence that the correct action was taken.

"The flexibility of the MOTOTRBO DMRAIert<sup>®</sup> IN-TRACK system caters for future expansion, maximising their investment and offering easy upgrade paths," noted Faulkner.

Future plans include linking the system to Meadowhall's Daily Occurrence Log which records everything from the time the centre opens its doors to details of all incidents.

Security is also expected to be enhanced further by linking CCTV to the network, so when a user pushes the alarm button on their radio the CCTV system automatically focuses on their location.

### SUMMARY

Meadowhall Shopping Centre has deployed an integrated personnel tracking solution using the MOTOTRBO digital radio platform. The MOTOTRBO DMRAIert<sup>®</sup> IN-TRACK system enables real-time tracking of staff and provides full communications coverage throughout the site, improving response times and safety levels.

**This is a passive tracking solution that doesn't require users to swipe a card or tag a key fob. They simply go about their normal daily duties and their location is recorded. The system allows management to see the exact location of personnel at all times and to contact them instantly via push-to-talk or text messaging**

Dan Faulkner, Account Manager, DCRS

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