



NEW UZBEKISTAN MOUNTAIN RESORT DEPLOYS A MOTOTRBO™ IP SITE CONNECT RADIO SYSTEM

FOR RELIABLE COMMUNICATIONS TO ENHANCE OPERATIONAL EFFICIENCY AND THE SAFETY OF TOURISTS



AMIRSOY MOUNTAIN RESORT

Amirsoy Mountain Resort is the largest ski resort in Uzbekistan and the most modern ski resort in Central Asia. It opened in December 2019 in the Tashkent region, in the Western Tian Shan, a UNESCO World Heritage Site and an area of outstanding natural beauty. The picturesque resort is growing, but already boasts Alpine-style chalets, a spa complex and a range of gondola, chair and belt lifts, tubing runs and snowmobile hire, for example.

CHALLENGE

Amirsoy Mountain Resort workers had previously been using PMR446 licence-free private mobile radios prior to the resort opening. However, Amirsoy needed a more reliable, robust radio communications system to manage operations effectively and to ensure the safety and well-being of tourists on a longer-term basis. The resort was looking for a digital system with enhanced functionality, such as Man Down, GPS and call recording, that could provide robust coverage across its whole area, which extends to over 900 hectares. It also needed a system and radios that could operate in its extreme continental climate, with temperatures oscillating between 40°C and -30°C and up to 75% humidity.

Amirsoy contacted long-term Motorola Solutions partner and reseller VIOL, based in nearby Tashkent, to research available options and solutions well before the resort opened; and, although Amirsoy had originally been contemplating a competitor system, VIOL had highlighted to Amirsoy how other leading resorts in the Alps are successfully using Motorola Solutions systems. Therefore, by the time the final technical specifications and quantities were agreed on, in November 2019, Amirsoy was ready to work with VIOL to install a MOTOTRBO IP Site Connect system to best meet its requirements.

CUSTOMER PROFILE

Organisation:
Amirsoy Mountain Resort

Partner:
VIOL Ltd

Industry:
Sports & Leisure

Location:
Republic of Uzbekistan

Motorola Solutions Products:

- MOTOTRBO IP Site Connect System comprising:
- 2 x MOTOTRBO SLR 5500 repeaters
- 83 x MOTOTRBO DP4601e portable two-way radios
- 8 x MOTOTRBO DM4401 mobile two-way radios
- 3 x MOTOTRBO DP4801e portable two-way radios

Accessories:

- IMPRES™ batteries and chargers
- PMMN4040 remote speaker microphones

“I am delighted that our resort rescue teams now have an excellent means of communication. In our line of work, we don’t just depend on internal communications – we also depend on communications with wider groups, such as security and road maintenance teams, who have specialised equipment, to keep operations running smoothly. This is when the MOTOTRBO network and radios prove totally indispensable. Our rescue teams really appreciate their reliability, the enhanced security features and the robust coverage the network offers; they agree that we have provided the optimal communication solution.”

Andrey Salnikov, Head of the Rescue Service, Amirsoy Mountain Resort



VIOL carried out a successful testing and training phase prior to full deployment and offers Amirsoy ongoing system support and maintenance, drawing on its vast experience of the hundreds of tailored radio systems it has deployed throughout Uzbekistan over the last 27 years; VIOL has installed small local systems through to extensive interregional networks for a wide range of verticals, including law enforcement, oil and gas, the UN, mining, healthcare and finance.

SOLUTION

The Amirsoy safety teams, including mountain rescue, mountain security, snowplough drivers and management, are now all trained on and equipped with MOTOTRBO radios. The teams currently use four channels for group and individual calls to communicate effectively and clearly from all parts of the resort. They use the network both in case of an incident and for day-to-day operations and users enjoy seamless wide-area coverage and roaming across the mountainous area. Certain resort-based employees also still use the PMR446 radios and VIOL has made a gateway to enable communication between these radios and the MOTOTRBO system.

Amirsoy has deployed Motorola Solutions MOTOTRBO Radio Management software for efficient over-the-air programming, updating and management of its MOTOTRBO radio fleet. The system manager, meanwhile, uses the MOTOTRBO RDAC application to remotely and centrally control the two MOTOTRBO repeaters, which are racked in a dedicated container in the heart of the resort, and to diagnose any issues quickly and so avoid unnecessary site trips. Dispatchers work with the feature-rich IP-based TRBOnet Control Room Solution for voice dispatch, voice recording, event logging and location tracking, to follow radio users’ movements on a detailed map via the radios’ integrated GPS. This feature enables the control room to effectively dispatch the closest worker to any incident and to locate the radio users easily, in case they are involved in an emergency.

The Man Down application also monitors the teams on the mountain, by detecting a lack of movement or horizontal tilt, with appropriate escalation if the user does not respond to the initial alarm.

BENEFITS

The cost-effective, future-proof MOTOTRBO IP Site Connect system provides secure, robust and reliable radio coverage across the resort and is enabling security teams to work productively and efficiently to ensure the safety and comfort of tourists. Feedback with regard to audio clarity has been excellent and workers now rely on the radio system to communicate; however, as the resort expands, both geographically and in terms of users, Amirsoy will develop the system further and may migrate to a MOTOTRBO Capacity Plus Multi Site, an easy migration, which would utilise all the existing hardware. Indeed, having invested in Motorola Solutions hardware, Amirsoy is safe in the knowledge it has invested in best-in-class communications technology for the resort, now and far into the future.



Software Applications:

- MOTOTRBO Radio Management Software
- MOTOTRBO RDAC Application
- TRBOnet Control Room Solution
- Man Down

Benefits:

- The IP Site Connect system is delivering crystal-clear, reliable and secure communications and cost-effective wide area coverage, with seamless roaming, across the mountain resort. This has increased operational efficiency and is helping to ensure the safety and comfort of tourists
- The enhanced functionality provided by MOTOTRBO and TRBOnet, with features such as voice dispatch, Man Down, GPS and call recording, is enhancing operational control, worker safety and traceability
- The robust, high performance MOTOTRBO hardware has been designed to function optimally, even in extreme temperature or weather conditions, and user feedback has been excellent
- With the MOTOTRBO Radio Management and RDAC software, Amirsoy can easily maintain, update and expand its system in line with the resort’s requirements

