

Leading hospital in Mumbai deploys WAVE PTX™

To Boost efficiency and coordination between its security, operations, and maintenance teams.

The Lilavati Hospital and Research Centre is a private multi-speciality tertiary care hospital in Bandra, Mumbai, India. The hospital was established in 1997 by the Lilavati Kirtilal Mehta Medical Trust and now has over 320 beds, one of the largest intensive care units (ICUs) in the country, 12 operating theatres, more than 300 consultants and nearly 1,800 employees; it attends to circa 300 inpatients and 1,500 outpatients daily.

The hospital has been acknowledged globally as a centre of medical excellence, founded on its state-of-the-art facilities, best medical expertise, research, education, and charitable endeavours, reflecting its motto, "More than Healthcare, Human Care."

Customer

Lilavati Hospital and Research Centre

Partner

Micromap Electronic Systems (P) Ltd.

Industry

Healthcare

Solutions

WAVE PTX system comprising:

- TLK 100 two-way radios
- Batteries
- Micro USB wall chargers



Challenge

Lilavati's estate services staff (operational, security and maintenance teams) had communicated over a Motorola Solutions PMRT (public mobile radio trunking) service for many years. However, as this solution was starting to become outdated, Lilavati set out a competitive tender to replace its legacy system; Micromap Electronic Systems responded to this tender to discuss new alternatives for a reliable, futureproof push-to-talk (PTT) communications system that could deliver robust coverage across the whole hospital and research centre. Ideally, Lilavati wanted a cost-effective, easy-to-use, and easy-to-manage system; it was looking for the latest technology to provide a long-term, high-performance solution in a hospital environment.

Solution

Micromap Electronic Systems succeeded in its bid, recommending Motorola Solutions' broadband push-to-talk subscription service, WAVE PTX; following a successful test period, Lilavati has deployed the WAVE PTX TLK 100 radios and micro USB wall chargers. Its operations, maintenance and security team members are now equipped with TLK 100s when they are on shift, and the system is being used extensively daily, predominantly for voice communications.

Micromap configured the radios with LTE-enabled data sim cards and established the initial users and talk groups for Lilavati; however, as it is easy to add or modify users and talk groups, Lilavati now tends

to manage this in-house. Teams communicate within their work groups for increased efficiency and productivity in their departments or across groups for wider issues or emergencies. The instant nature of PTT communications, the reliability of coverage (the TLK 100s roam to find the strongest signal or can also be configured to use the hospital Wi-Fi network in any areas where the LTE network coverage is weak), and the clarity of audio, along with the noise suppression capabilities of TLK 100, all help teams to communicate and coordinate more efficiently. The fact that WAVE PTX can effectively be used out of the box, with no need to install any infrastructure, saved valuable time and cost for Lilavati; indeed, it only took fifteen days between the decision to implement WAVE PTX to having a full live system being used in the hospital.

Lilavati also appreciates the local support and the fact that Motorola Solutions is offering WAVE PTX through its authorised partners in India; Lilavati has been delighted with the excellent technical support it has received from both Micromap and the Motorola Solutions India team throughout the whole process, as well as the fact that Motorola Solutions has an authorised service centre in India, in case of any repairs during or post warranties.

“Our previous PMRT service lacked the coverage and reliability needed for our security, operations, and maintenance teams to communicate effectively. We sought a trusted communications partner and, during the tender process, Micromap Electronic Systems recommended Motorola Solutions and its WAVE PTX broadband push-to-talk solution. This proved to be the best choice due to our confidence in the Motorola Solutions brand, the easy deployment, and its high reliability. Additionally, we value the local support, including the Bangalore service centre, the “Made in India” software, and the 24/7 assistance from our authorized partner.”

– Kanchan Wadekar, Head of Purchasing, Lilavati Hospital and Research Centre



Benefit

Having reliable, clear communications enables Lilavati's security, operations and maintenance teams to coordinate effectively and so work more productively and efficiently; in this way, they can keep the day-to-day operations at the hospital and research centre running smoothly and help ensure the safety and security of personnel, patients, visitors and assets. User feedback, meanwhile, has been excellent, with operators citing the ease of use of both the radios and the system, as well as the robust, lightweight design of the TLK 100 devices and their long battery life; and the management team very much appreciated the exceptionally swift deployment, not to mention the ongoing ease of management.

Mr. Bhupendar Bhandari, Manager of Micromap, comments:

"With the help of the Motorola Solutions' India team, we have been able to address all Lilavati Hospital's queries and concerns. Today, we have a satisfied customer and a good reference, which gives us the confidence to approach other potential customers in the healthcare sector."

Indeed, Lilavati is pleased to have a high-performance, futureproof communications system in place, and, as WAVE PTX is a flexible subscriber service, it can tailor the solution to its precise requirements; moving forward, Lilavati is planning to extend the use of WAVE PTX and WAVE PTX Dispatch to its ambulance service in the near future.



Motorola Solutions India Pvt. Ltd., 5th Floor, Block A, Building 8, DLF Cyber City, Gurgaon India | motorolasolutions.com

MOTOROLA, MOTO, MOTOROLA SOLUTIONS and the stylised M logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under licence. All other trademarks are the property of their respective owners. ©2025 Motorola Solutions Inc. All rights reserved. 01/2025



Benefits

- Exceptionally fast deployment – 15 days from order to full, operational installation
- Reliable, clear push-to-talk communications across the site, with noise-cancelling technology
- Robust, reliable, easy-to-use radios with an IP54 rating and long-life battery, suitable for the healthcare environment and long hospital shifts
- An easy-to-manage system with no infrastructure; simplicity of adding or modifying users and talk groups
- Futureproof solution using an LTE network, but with the option to connect over the hospital's Wi-Fi network, if needed in the future
- Local service centre and 24/7 support
- Comprehensive warranties (two years on TLK100s, one year on all accessories)



To learn more, visit:
www.motorolasolutions.com



Motorola Solutions India Pvt. Ltd., 5th Floor, Block A, Building 8, DLF Cyber City, Gurgaon India | motorolasolutions.com

MOTOROLA, MOTO, MOTOROLA SOLUTIONS and the stylised M logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under licence. All other trademarks are the property of their respective owners. ©2025 Motorola Solutions Inc. All rights reserved. 01/2025