Keeping students safe: Australia's largest student accommodation provider increases security and efficiency with nationwide WAVE PTX™ PTT communications

Launched in Australia in 2014, Scape now has over 700 employees. It has become Australia's largest purpose-built student accommodation supplier, winning various awards over recent years, including for best student accommodation development and employer inclusivity. Scape provides inspirational living and learning environments to over 18,000 residents in 38 buildings across Australia's four key educational precincts of Sydney, Melbourne, Brisbane, and Adelaide. It has a further 10 buildings currently in planning and development. Scape ensures students feel safe, calm, well informed and at home.

scape

Customer
Scape Australia

Partner
- Reseller: Roar Radios
- Distributor: AceComms®

Industry
Education

Solutions
WAVE PTX subscription comprising:

- WAVE PTX TLK 110 portable two-way radios with desktop chargers
- WAVE PTX TLK 150 mobile two-way radio
- Evolve LTE handhelds with in-vehicle chargers
- WAVE PTX mobile app
- WAVE PTX dispatch
- WAVE PTX portal
- Wireless remote speaker microphones (RSMs)

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Challenge

Scape Australia has rapidly expanded over recent years and has properties in numerous sites across four cities in four states. With student safety being a key goal, Scape wanted to introduce flexible, reliable, nationwide group Push-to-Talk (PTT) communications for its in-house mobile security teams and front desk operations team members. Scape needed a resilient solution that it could mobilise quickly, with minimal investment in back-end infrastructure to reduce CapEx; with properties over 50 storeys, deploying a traditional radio frequency (RF) solution was not practical or financially viable. Following discussions about its requirements with Melbourne-based Roar Radios, Scape decided to deploy a Motorola Solutions WAVE PTX broadband PTT solution supplied by Roar Radios in conjunction with its long-term distributor AceComms.
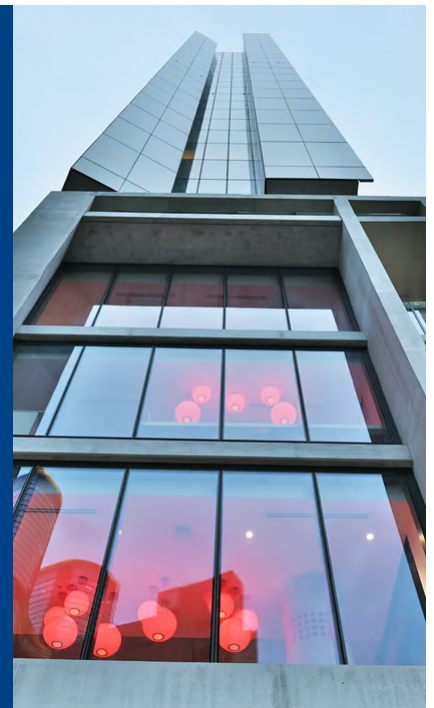
Solution

Scape has equipped its security teams across Australia with TLK 110 radios; meanwhile, controllers, who manage multiple sites, have Motorola Solutions' Evolve devices which, with their open Android platform, can run other apps, such as Scape's access control, property management and operational apps. The devices roam seamlessly to find the best available signal, mostly utilising Australia's largest mobile network, but with the ability to automatically switch to the various sites' robust Wi-Fi networks. This ensures users always have clear communications, whether on the road between locations, or operating in a tower block basement.

Although site and city-specific talk groups were initially set up, and Scape may return to this format as the system expands, all calls are currently group-wide and come into the emergency control centre (ECC) in Sydney, where Scape has set up a TLK 150 and WAVE PTX dispatch to centrally communicate with, track and coordinate teams and manage incident response. Although teams work in 24/7 rolling shifts, each device has an alias and individual call sign, so the control centre can immediately identify and locate the caller. Senior managers also run the WAVE PTX app on their smartphones for business-wide visibility in case they need to be involved in any major incidents, including those outside standard office hours. Scape's central technology team manages the WAVE PTX deployment via the WAVE portal, and the in-house team appreciates this flexibility of, for instance, adding new radios and talk groups or updating or changing profiles independently as and when needed.

> "We have a nationally distributed portfolio of properties, roving security patrols and a control room in Sydney, collectively operating as the Scape Safe Hub. We needed a radio communications solution to connect these. WAVE PTX met our requirement to mobilise quickly and seamlessly across four states with minimal investment in back-end infrastructure; indeed, we could configure, deploy, train, and go live in weeks. WAVE PTX is easy to budget and manage in-house. The flexibility to use our existing Wi-Fi and the mobile carrier network means our communications are clear and instant wherever our team members are. The whole system boosts our coordination, helps our teams work more efficiently and means we can respond effectively to incidents. Moving forward, we know the system has a lot of extra functionality and the potential for integration with other parts of the Motorola Solutions safety and security ecosystem."

– Evan Wood, General Manager – Technology, Scape

Benefits

The solution is helping Scape's security teams to keep students safe in their accommodation, or in case of any emergencies, so they feel safe, secure and comfortable where they live; for example, if a student feels threatened or has locked themselves out of their room or their building, they can raise a concern and the Scape Safe Hub can use the WAVE PTX system to quickly and effectively communicate this information to the relevant guards and dispatch the nearest security team to help the student. This ability to coordinate an effective and timely response is paramount, as safety and students' well-being are at the heart of Scape's company ethos and part of its Scape Safe programme.

Beyond this, WAVE PTX has met all Scape's key requirements, from the speed and simplicity of deployment, the nationwide, resilient communications and the flexibility and functionality of the solution to the ease of use, transparent budgeting, and management of the system; and Scape appreciates the support available from Roar Radios and Motorola Solutions, both locally and on a global level, should the system ever be rolled out on a wider scale. Indeed, Scape is aware of the future capabilities of its WAVE PTX solution, such as individual and emergency calls, multimedia and multi-device possibilities, and the option to integrate alarms and other technology and accessories from the Motorola Solutions safety and security ecosystem; following the success of the deployment, Scape Australia is now looking at widening the installation to include other areas of its business, such as its transport and events teams, always to keep its students safe.

> " Once we talked to Scape about their requirements, WAVE PTX was their obvious choice, as it's fast to deploy, with no costly infrastructure, and delivers reliable, flexible and scalable nationwide Push-to-Talk communications."
>
> – Nicholas Rozis, Founder, Roar Radios

> " Here at Scape, we not only understand the importance of student safety but it is our priority. We have a big ambition to be The Earth's Best Living Company, which means providing an uncompromised commitment to safety and our residents' well-being."
>
> – Anouk Darling, CEO of Scape, talking about Scape Safe Hub

Benefits

- Scape deployed WAVE PTX quickly across locations, with no infrastructure required so CapEx was reduced

- Scape mobile security teams connect over both LTE and Wi-Fi networks, and the devices seamlessly roam to automatically switch to the strongest available network for reliable, clear communications wherever users are located; managers, meanwhile, can log in to the system via the mobile app, downloaded onto their smartphones, to always be connected

- WAVE PTX dispatch provides accurate real-time user location tracking for improved efficiency and coordinated response in case of incidents

- Scape uses the easy-to-use WAVE PTX portal to manage its system and to programme and configure devices which saves time and cost, with support from Roar Radios and the local Motorola Solutions team, if required

- Fixed, monthly licence-based costs make it easier for Scape to manage its budget

- The flexible system is future-proof and easily scalable; Scape is looking at further functionality and possible expansion and integration with the wider Motorola Solutions safety and security ecosystem

- The deployment has directly contributed to improved operational efficiency, team productivity and customer service and, most importantly, it has helped to enhance the security and safety of Scape's students

To learn more, visit:
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