



CLEAR COMMUNICATIONS THROUGHOUT DW STADIUM

MOTOTRBO™ RADIOS DEPLOYED FOR WIGAN MATCH DAYS



WIGAN FOOTBALL COMPANY LTD

The impressive DW Stadium in Wigan, Greater Manchester, is home to Wigan Athletic FC, recent winners of the FA Cup, and Wigan Warriors Rugby League Football Club, current Super League leaders. The stadium covers a significant footprint of 38,700m², not including car parks and access roads. The maximum seating capacity is 25,133 across four single-tier stands.

The operations teams had been successfully using Motorola Solutions' analogue radios since the stadium opened in 1999. However, these radios were now outdated and there were some black spots in the stadium. Transmissions were sometimes unclear, especially during noisy games and in far reaching corners of the stadium. Moreover, a channel was not always immediately available, with potentially serious consequences during emergencies.

As a result, Wigan Football Company decided to upgrade its analogue radio system to a new digital radio system. Its long-standing supplier DCRS recommended Motorola Solutions' MOTOTRBO digital two-way radios and accessories.

The MOTOTRBO digital radios now provide enhanced voice communications throughout the stadium on four new Ofcom frequency licenses obtained by DCRS. The new system has substantially improved communication throughout the stadium, reduced reaction times to incidents and increased worker efficiency.

CUSTOMER PROFILE

Organisation

Wigan Football Company Ltd

Industry

Sports and leisure

Partner

DCRS Ltd

Motorola Solutions Products

- 76 DP2400 Portable Two-Way Radios
- 76 PMLN5727 Mag One Swivel Earpieces
- 1 DM4600 Mobile Two-Way Radio (with Lightweight Headset)
- 12 IMPRES Multi Chargers, 4 IMPRES Single Unit Chargers

Applications

- Communications for match day operations teams
- Individual, group or emergency calls
- Centralized monitoring, disabling or enabling of radios

CASE STUDY

WIGAN FOOTBALL COMPANY: MOTOTRBO

“Well-organised stadium operations help fans to enjoy their match experience. And key to stadium operations is an optimal communications system. When we decided to upgrade to a digital system, we were very happy to stay with DCRS and Motorola Solutions. The MOTOTRBO radios ensure our teams are constantly well informed and able to respond quickly and efficiently to any queries, issues, or emergency situations. The radios are easy to use, robust and provide consistently exceptional audio performance. We are delighted with the enhanced quality, features, and coverage of the MOTOTRBO radios and the service and continued support provided by DCRS.”

Alan Sumner, Stadium Manager, Wigan Football Company Ltd



THE CHALLENGE

With big crowds flocking to see matches, staff have to deal with a large number of fans arriving and leaving the stadium within short time frames. Expert coordination is needed to resolve any issues which arise and to safeguard the public, in compliance with strict health and safety regulations.

Following a successful month-long trial period when four DP2400 Portable Two-Way Radios were utilised by stewards alongside the analogue radios, the new digital system was commissioned by DCRS in April 2013. It was fully operational just a few weeks later, following user training delivered by DCRS personnel. The new MOTOTRBO system was successfully put to the test during the final matches of the 2013 season.

THE SOLUTION

Wigan Football Company installed one DM4600 Mobile Two-Way Radio as a centralised base unit in its stadium control room. From here the controller can talk directly to stadium stewards, car parking stewards, or the management team. He can send out group or individual calls and utilise the Transmit Interrupt option, which enables him to interrupt another radio conversation to deliver critical communication. He can also use the DM4600 to check if portable radios are switched on, disable a radio if stolen or lost, and enable it again when relevant.

Around the stadium 76 DP2400 Portable Two-Way Radios in UHF frequency bands are used by stewards, car parking stewards, corporate teams, and safety teams. The radios operate on four frequencies. The channel selections are currently designated by group: channel one for stewards, channel two for car parking staff, channel three for the corporate team and a dedicated private fourth channel

for the safety team. And if capacity becomes an issue in the future, Wigan Football Company has the option of deploying the Dual Capacity Direct Mode of MOTOTRBO's TDMA Technology to enable two channels to be used on each of its frequencies in direct mode.

Audio clarity is essential for the teams. MOTOTRBO's built-in digital noise rejection allows the users to transmit clear communications, even from the noisiest and furthest reaching points of the stadium. Moreover the Intelligent Audio feature means the radio volume automatically adjusts depending on background noise, critically ensuring calls are not missed in high noise level situations. Error correction can also be applied by the receiving radio, in the rare occurrence that any part of the transmission is corrupted. The teams wear comfortable earpieces with a combined microphone and push-to-talk on a single wire. These earpieces further aid clear transmissions and allow staff to work hands-free. After a match the radios are quickly and efficiently recharged in the IMPRES chargers.

THE BENEFITS

The switch from analogue to digital radio has created immediate benefits for the stadium, such as clearer voice quality, enhanced security, and increased calling capacity. The solution is scalable; functionality and applications can be easily added in the future.

The radios are easy to operate, robust and reasonably priced. The ability to make individual calls from the fixed mobile radio also improves privacy and levels of discretion in sensitive situations. The MOTOTRBO system allows operational teams to work more efficiently and respond quicker to situations, so ensuring the safety and enjoyment of football and rugby fans during their special day out.

Key Benefits

- **Excellent audio clarity:** even during the noisiest of matches
- **Increased steward productivity:** reliable coverage and better call management with dedicated channels
- **Quicker response times:** reliable communications increase security and safety
- **Improved call privacy:** individual call option
- **Extended battery life:** up to 40% longer talk time
- **Easy-to-operate radios:** minimal training and disruption during changeover
- **Ultimately improved visitor experience:** excellent communications ensure smooth home match operations

For more information about how MOTOTRBO can improve team communications and the safety of your operations please visit www.motorolasolutions.com/mototrbo or access our global contact directory at: www.motorolasolutions.com/contactus

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