ALL COMM
Technologies Inc.

NO EVENT CAN HAPPEN WITHOUT COMMUNICATIONS

OVERVIEW

Since 1982 ALL-COMM Technologies, Inc. has been an Authorized Channel Partner of Motorola Solutions, Inc. with Headquarters in Boston and offices in New York and Miramar, Florida. With 30 years in the business, they have a large sales presence. Through its' partnership with One-Voice, LLC, ALL-COMM Technologies, Inc. assists in maintaining a large MOTOTRBO® two-way communication network throughout the northeastern United States. This system also provides support for large-scale events such as marathons, parades, music festivals and tournaments. The organization is led, in part, by Christian Laquidara, CFO and Director of the Tower & Networking Division. Mr. Laquidara and the ALL-COMM team were introduced to Genesis' GW3-TRBO® system-wide performance management solutions through their partnership with OneVoice and their relationship with the Massachusetts State Police, both of whom are also using the software.

Prior to adopting GW3-TRBO, ALL-COMM did not have a mechanism to proactively monitor and manage their multiple MOTOTRBO radio systems with the tools that GW3-TRBO offers. Today there is a greater awareness being placed on the safety and security of large-scale events that bring together crowds of people. As Mr. Laquidara explains, "no event can happen without communications", and where cellular phones have historically failed as a primary communication device during emergencies, radio systems historically have worked. He continued, "GW3-TRBO is a great behind-the scenes tool for these events".

With GW3-TRBO ALL-COMM can view, in real-time, all of the most pertinent details for optimizing system performance and ensuring its availability for communication during large-scale events…and because GW3-TRBO is archiving every detail on system traffic and faults from every site, repeater, channel, slot, talkgroup and subscriber they can provide detailed post-event reports to the organizations and agencies involved. In addition to supporting 25-50+ events per year, ALL-COMM is part of OneVoice, LLC. - the Northeast's largest-spanning, digitally trunked radio network. In 2018, the OneVoice network handled over 50 million voice calls and 60,000 hours of airtime with over 80 MOTOTRBO sites.

IT'S ALL ABOUT THE CUSTOMER EXPERIENCE

According to Mr. Laquidara, the biggest value his technicians gain from using GW3-TRBO, is the ability to monitor radio activity in real time, and in one central location, with the aim of maintaining system uptime and capacity. The average daily number of PTTs can reach up to 70,000 during an event. Event Coordinators expect to be able to communicate with Mutual Aid and State Police during an event; especially during a critical situation. ALL-COMM takes this seriously and feels it is their responsibility to create the best customer experience possible. "Working with Genesis has been great…and support has been excellent", says Chris. The GW3-TRBO software "is an invaluable tool and a great resource" to their organization.