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Associated Security
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Your Monthly News & Updates

Six Critical Features Essential in Your Next Communications System



From facilitating daily operations to saving lives, communications systems are as critical to the success of private security operations as is hiring and training good field staff.

With recent advances in technology, today's Push-To-Talk (PTT) Two-way radio systems go far beyond summoning team members when they are needed and allowing them to communicate as they carry out their responsibilities. The right system can significantly improve your company's ability to keep people and property safe. If chosen wisely, it can also increase your capabilities, enhance your efficiencies and productivity and positively contribute to your bottom line.

With so much great new technology now available, it's time to re-examine what private security firms can now expect from their communications systems.

#1 - An Instant Reliable Connection Every Time

Within seconds, an off-duty police officer working security at a nightclub in Orlando went from searching for a teenager with a fake ID to exchanging gunfire with a terrorist. A few seconds later, the officer realized he was outgunned and called for backup.

No matter the emergency, seconds count. Security personnel are trained to move quickly - whether working crowd control for a concert, security for a sporting event or general surveillance of an office complex. And reliable communications tools support their efforts to save lives and protect property. Two-way radios on a purpose-built network excel where cell phones fall short: with dedicated bandwidth, a limited number of users, and simple one-touch push-to-talk operation. When you push that button, you know your message is being sent; no delay, no dropped calls and no busy signals. Because lives, property, safety and your reputation are all at stake.

#2 - Great Audio Leads to More Accurate Communications

Whether you are working security for a dance club with pounding music or an industrial plant with clanking machinery, background noise is an issue for many users of two-way radios, and the issue becomes critical during emergency situations.

Digital push-to-talk radio offers enhanced background noise-suppression technology to filter out external clamor. Importantly, supervisors and managers can deliver a message at any time, to anyone in their network, with top priority and without interruption or delay. With the use of remote monitoring, supervisors and owners also have the ability to listen in through an employee's device, even if that person is unable to transmit.

The owner of a private security company in Houston that works with industrial, commercial and residential clients noted recently, "Quick and clear communication is essential during emergencies, and I needed something that wouldn't be full of static. With pdvWIRELESS, I get crystal clear communications all the time and a coverage area that's a hundred times better than what I used in the past."

#3 - Robust GPS Location Tracking

Have you ever wondered, "Where are my security staff personnel?" With real-time GPS location tracking, a whole new level of workforce management is now at your fingertips.

Communications systems can now provide the ability to see at-a-glance - and automatically track - the exact location and status of each member of the security team (and fleet vehicle) on an interactive map from various devices. If an incident is reported, the command center can quickly locate the closest patrol and dispatch them to the site. Supervisors can click on a specific security staff member on the map to initiate a text message, which can be responded to by text or voice. Responses are documented with location, date and time stamps. Most importantly, GPS keeps officers safe. In dangerous situations, a team members' exact location can be determined and help can be sent without delay.

The owner of a private security firm in Dallas was looking to upgrade his communication system and equip his employees with radios that provide wide and reliable coverage along with tracking capabilities. "I've used standard two-way radios for years, but I was looking for a cost-effective way to upgrade to a more robust product with GPS capabilities on a network that gives me reliable, portable in-street coverage. DispatchPLUS and the MOTOTRBO radios have benefitted my business and customers in many ways, including the ability to track time, attendance and location, and manage field reports," he said.

#4 - Durable Devices

Even private security teams assigned to mild environments can find themselves suddenly working in unexpectedly harsh conditions. For this reason, devices need to be rugged. They cannot break or crack simply because they have been dropped or stepped on. They must continue to function after repeated exposure to dirt, dust, water and extreme temperatures. They should be easy to operate in all kinds of weather, with or without gloves. They should work through full shifts, or longer, on a single battery charge. And if you are purchasing the devices, they should also come with a substantial warranty.

#5 - Non-Distracting Devices with Emergency Operation Functions

Security personnel must always be alert and aware of their surroundings. They need to stay focused and avoid distractions so they do not overlook something that could put lives or property in jeopardy. The bottom line is that personal cell phones, in particular smartphones, should not be allowed. They can be a significant on-the-job distraction tempting owners to play games, browse the Internet, download music or text while driving.

While on duty, security personnel should carry only a single type of communications device that is provided by their employer. This keeps distractions to a minimum and ensures that all communications to and from individuals in the field can be accounted for.

The company-issued device should offer all the functionality that the team member needs to stay focused, safe and fully connected throughout his or her shift no matter what happens. Look for devices that facilitate instant one-to-one or one-to-group push-to-talk and have integrated GPS. For response-intensive situations, devices need to offer an "Emergency Initiate" call button to alert dispatch when assistance is needed and can call for help when the user is unable to ("Man Down" feature). These features can make all the difference in saving a life or preserving property.

#6 - Affordability

Today, there are more great technology options, including systems like DispatchPlus from pdvWIRELESS, which expand the functionality of digital two-way radio and allow your people to more effectively and efficiently serve your clients. DispatchPlus, which recently became available in Dallas and Houston, provides instant, reliable communications and is available through three purchase options: buy your equipment outright through a dealer, lease it, or sign a managed service agreement that bundles equipment rental and service charges into one monthly rate, starting as low as \$30 per month per employee.

pdvWIRELESS is a private wireless communications carrier and provider of mobile workforce management solutions that increase the productivity of field-based workers and the efficiency of their dispatch and call-center operations. pdvWIRELESS is filling a critical gap in the telecommunications marketplace, helping companies communicate faster and more efficiently and connecting groups more seamlessly. The power of two-way radio push-to-talk technology and pdvWIRELESS' superior network coverage provide greater productivity and enhanced responsiveness.

pdvWIRELESS is a proud member of ASSIST and welcomes any questions that you may have. Please visit www.pdvwireless.com or call Tracy Avanzo, our North Texas Market Area Manager, at (214) 882-8215.

[Link to Additional Resource](#)

Upcoming Events

The 2016 ASSIST Convention will be held at the Omni Hotel in San Antonio, Texas on October 12-15. Don't forget to mark your calendars. See You There!

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2016 ASSIST CONVENTION
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