

## "I do not want to have concerns!"

By: Marjan Jansen Manenschijn

**He wants to hear everything and be able to keep everything under control. Which does not mean he interferes ('I listen, but I don't communicate back over the radio'). Sherman Bonofacio, security manager at Ahoy Rotterdam, wants to maintain an overview of the situation. Most of all, he does not want to have concerns about failing communication. With the TETRA network from Flash Services, overview is guaranteed.**

When it comes to trade fairs and events, multi-purpose complex Ahoy has an outstanding reputation. The Ahoy sports arena is renowned for spectacular pop concerts and exciting sporting events. Not to mention the highly diverse Ahoy meeting and conference centre. Sherman Bonofacio is a man who loves to laugh (which is very catching!). "But", as he puts it, "sometimes I am responsible for tens of thousands of people. The only way I can handle that is if everything is really and truly under control. Only then is it OK", he says with a smile.



The organisation's motto is 'Our Ahoy is your Ahoy'. That specifically refers to the employees, too. It is one reason why the group chose to set up its own security, general and technical support and catering subsidiaries instead of contracting them out. "It is important for people to feel a bond with our company", says Bonofacio. The decision also suggested a significant increase in communication equipment, including two-way radios. As it turned out, the built-in emergency systems and analogue radios could not meet the increasing demands.

***Wim Stam, account manager for Flash Services: "At Ahoy, you have an extremely high user intensity in a limited geographic area. Plus, at times you have tens of thousands of people moving around within that small area. You cannot afford any risks."***

Previously, Ahoy hired 18 analogue radios and a repeater. This functioned properly—provided things were calm. However, Bonofacio experienced tense moments during events when various sub-contractors conducted conversations on different frequencies. Mobile phone communication erupted into a cacophony of noises and conversations. For the man whose middle name is 'overview', it was a nightmare. "During Europort Maritime", recalls Bonofacio. "I felt like I didn't have any control over what was going on behind the scenes. I immediately contacted Wim to discuss the situation.

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See, that is why we are so keen on working with Flash. They offer solutions. Plus, I have no complaints about the hiring structure. Now that we are incorporating the new TETRA network we simply return the 'former' radios back." The hiring structure also offers Ahoy the option of expanding the service package with network-connected radios for trade fair participants and organisers. The new system will be put to the test at the end of April during the internationally renowned Hairstyle expo, which is expected to draw 20,000 visitors.

For companies or organisations with between 25 and 500 two-way radio users, the step from analogue to digital trunking will be very interesting due to the low pricing and the 'plug and play' concept of the single site DAMM TetraFlex® system.

TetraFlex® is a TETRA digital trunking system, fully based on IP technology. The configuration comprises separate units; 1 System Controller and 1 or more digital base stations (maximum of 4). These units are built in cabinets with IP65 protection classification and can, therefore, be installed without specific civil facilities.

TetraFlex® has high communication capacity. The TDMA technology (Time Division Multiple Access) employed provides each base station with 4 communication channels on 1 frequency, whereby 1 of the channels serves as a control channel. A customer with 3 base stations therefore has (12 – 1) 11 channels for communication.

In addition to individual calls, group calls and emergency calls with or without priorities, TetraFlex® also provides users with facilities such as phone connection and DGNA (Dynamic Group Number Assignment). Dynamic regrouping allows the customer to anticipate every situation as it happens.

A TetraFlex® system is delivered with Network Management Software as standard. This programme gives the technical user the opportunity to have an on-line insight into the system's parameters and, if necessary, carry out corrections or modifications.

For organisations with a large work site, up to 12 single site systems can be linked together to make one huge radio communication network.

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