



## COLVINS COMMUNICATIONS, GISBORNE, NEW ZEALAND

### THE CLIENT

Colvins Communications is the authorized Tait dealer for the greater Gisborne area in New Zealand. They sell, install and service conventional, trunked and DMR radio equipment including handheld, mobile and base radios, repeaters and a large variety of mobile radio accessories. They also provide fault-finding and repair services, and provide radios on short-term hire for events.

Colvins also operates and maintains a network of DMR Tier 3 repeaters providing wide area coverage across the district through the Push Wireless radio network.

### SITUATION

The greater Gisborne area is located on the easternmost edge of New Zealand's North Island. Known for its agriculture and winemaking, the area also features rugged hills covered in dense forests, which are largely inaccessible.

Because the region is so remote, some of Colvins' customers can be hard to reach or a long drive away. This makes it expensive and time-consuming to send technicians out to reprogram radios.

### RESPONSE

Colvins purchased the Tait EnableFleet online configuration management tool. This stores an organization's configuration data in a central database and automatically generates the settings required for each radio.

Although a large percentage of Colvins' customers' radios operate on analog conventional networks, many of them have access to the DMR Tier 3 network solely for over-the-air programming (OTAP). Colvins manages this in the node, switching Tier 3 on and off as required.

Colvins manages the majority of their DMR Tier 3 customers in Tait EnableFleet at no additional charge. This gives them a point of difference and ensures the customer returns to them for any additional programming requirements.

## COLVINS Communications



GISBORNE  
NEW ZEALAND

LOCATION



RADIO  
COMMS

EXPERTISE

### SOLUTION OVERVIEW

- ▶ Tait Enablefleet software
- ▶ Automated client-server updates
- ▶ All configuration data in central database
- ▶ Status display for accurate fleet information
- ▶ Radio settings are automatically generated
- ▶ OTAP capability



Colvins charges customers a set rate for OTAP programming updates. Updates are mainly adding or removing channels in analog mode, or updating pre-set calls in digital mode.

## OUTCOMES

Using Tait EnableFleet means Colvins' customers don't have to gather their geographically dispersed fleets together for programming changes. Customers don't have to shut down production to allow technicians access to radios and Colvins can apply updates when it suits the customer.

Because there are no site visits, Colvins and their customers have less health and safety paperwork to complete.

There is no longer need for Colvins technicians to make long round trips to reprogram customers' radios, which means they can be more productive, and the customer doesn't have to pay call-out fees for site visits.

Alternatively, when a technician is out in the field, they can make programming changes and roll them out via OTAP. They don't have to connect to each radio to reprogram them, saving time and effort.

Tait EnableFleet and OTAP have equipped Colvins with the means to provide programming updates in a matter of hours of being requested by the customer.

## BUSINESS BENEFITS

- ▶ Tait EnableFleet gives accurate, real-time insights into the status of radio fleets
- ▶ OTAP removes the need for gathering dispersed fleets, and for customers to stop production
- ▶ OTAP enables Colvins to apply updates when it suits the customer
- ▶ Cost-effective, easy in-field programming
- ▶ Staff is more productive and spends less time traveling
- ▶ Customers save on call-out fees and site visits
- ▶ Less site visits means less health and safety paperwork
- ▶ Updates can be completed in a matter of hours upon request

---

**“Tait EnableFleet has made it so much easier and quicker to program radios, making it possible for us to provide a better service to our customers”**

**Tim Colvin**, Technician, Colvins Communications