

## Case Study

# Luxury Chartered Yacht Improves Alarm Notification Process & Full Vessel Coverage

### Solution Overview

#### Industry

- Hospitality

#### Radios

- 34 radios (MOTOTRBO XPR 7550e & SL 7550e)

#### Solution

- MOTOTRBO Simplex Mode
- Alarm Control System (ACS)

#### Solution Partners

- Teldio
- Radio One
- Motorola Solutions

MY Laurel is a motor yacht for charter, based in West Palm Beach, Florida. The yacht is 73.2m and sleeps up to 12 guests in 6 rooms, including a master suite, 4 double cabins, 1 twin cabin, and 1 Pullman bed. MY Laurel has a crew of 22 on board to man the yacht and tend to the guests.

With guest and crew safety at the forefront, a large emphasis is placed on ensuring all things are running smoothly throughout the entire yacht, from the engines to the fire system.

### The Challenge

#### Replace Analog Coverage with Reliable Digital Coverage and Instant Alarm Notifications

The lack of coverage in certain areas of the vessel and the inability to introduce applications to the radios and process alarm notifications was the catalyst for the yacht's search for an all-encompassing communication and notification system.

The existing radio coverage was poor and out of date. With a previous analog system, the yacht was unable to introduce radio based alarms and was looking for a digital option which could receive and send alarms instantly.

The head engineer wanted to monitor the different control systems on board the yacht. The main concern was all alarms originating from the engine room, however, notifications from the vessel itself for items such as the fire system were also a priority.

With customer safety and experience at the forefront for the motor yacht, having an alarm notification system to receive alarms throughout the vessel is a necessity.

## The Solution

### MOTOTRBO Capacity Plus Radio Network & Teldio RBX Application

In May 2018, MY Laurel switched from their analog system and implemented a new MOTOTRBO digital radio system throughout the vessel. Thirty-four portable radios were delivered to the entire crew, with the first officer, captain, engineering team and security watchmen receiving MOTOTRBO XPR 7550e and SL 7550e, and all other members such as stewarding and deckhands received voice only radios.



Teldio's alarm management and notification system, Alarm Control System (ACS), was added to the radio network to allow radio users to receive and manage notifications directly on their MOTOTRBO radios. ACS automatically dispatches safety, business-critical alarms and work tickets to digital two-way radios.



**Lack of coverage throughout the vessel and the inability to introduce radio applications and instantly process alarm notifications was the reason for the yacht's search for an all-encompassing communication and notification system.**



## The Result

### Increased Guest & Crew Safety

With the addition of ACS, notifications are no longer being missed. The appropriate people are notified as soon as an issue arises. This ensures that all matters are being dealt with in a timely manner, increasing the overall safety of the yacht for all on board, including both guests and staff.

### Excellent Coverage and Clarity Throughout the Vessel

The installation of the new MOTOTRBO digital system eliminated the coverage problems MY Laurel was facing with the previous analog system. Crew members now receive notifications regardless of where they are on the vessel, ensuring a quick and accurate response time to issues that may arise.

### Instant Return on Investment

Before the implementation of ACS and a new digital system, crew members needed to carry both a pager and a radio to communicate issues on board. Now crew members only need a radio, eliminating the cost of a second device and ensuring instant notifications, regardless of where crew members are on the yacht.

### Increased Efficiency & Response Times

With the ability to receive notifications as they arise anywhere on the vessel has allowed the MY Laurel crew to increase their response times to the issues at hand. In turn, this has increased the crew's overall efficiency on board.

## Key Benefits

- Resilient & reliable communications
- Accelerated response times
- Continuous coverage vessel-wide
- Increased safety for all on board
- Excellent return on investment

**The ability to receive notifications as they arise anywhere on board has allowed the MY Laurel crew to increase their response times, in turn, increasing the crew's overall efficiency.**