



# VERTEL DELIVERS SAFETY AND PROFESSIONALISM FOR ALLEGIANCE WITH PUSH-TO-TALK OVER CELLULAR



ALLEGIANCE INVESTIGATIONS & SECURITY SERVICES

## ORGANISATION

Allegiance Investigations and Security Services

## INDUSTRY

Security

## SOLUTION

Push to Talk over Cellular (PoC)

## BENEFITS

- increased safety for operatives
- increased service reliability and coverage
- one-on-one communication functionality

Allegiance Investigations and Security Services was established in the early 1980s. Today, it provides security solutions to businesses and the community including conducting investigations and providing training to the security and allied industries. Allegiance delivers security solutions to commercial, domestic, and government clients. Its security services span crowd control and access control to patrolling and guards, and bodyguarding.

Allegiance is committed to the safety of its employees, ensuring all security operatives, investigators, trainers and technicians are fully trained and licenced, and provided with all the necessary equipment.

## PROBLEM: ANALOGUE DEVICES WERE NOT PORTABLE AND HAD UNRELIABLE RECEPTION

Allegiance previously used an in-vehicle communication system to keep in contact with security operatives in the field. This was sub-optimal because it meant that guards had no easy way of communicating with dispatch once they left their vehicles.

Additionally, the previous solution was an analogue system that suffered from poor reception. This led to concerns regarding security operatives' safety while in the field.

Mark Greville, CEO, Allegiance Investigations and Security Services, said, "When it comes to safety, a business like Allegiance can't afford to cling to antiquated solutions. It's important to meet clients' needs and, most crucially, keep staff members safe through reliable, robust communication systems."



## **SOLUTION: PORTABLE POC DEVICES PROVIDED BETTER PERFORMANCE AND CONNECTEDNESS**

Allegiance approached Vertel channel partner, Ondacomms, to develop a solution that met the business's safety and coverage requirements. Allegiance required a solution that would be completely portable, offer duress functionality, include GPS tracking for worker safety and provide improved radio coverage.

Ondacomms provided Allegiance with handheld portable devices, in-vehicle mobiles, and one dispatcher unit, giving the team PoC capabilities as well as the other performance requirements stipulated by Allegiance, including emergency functions like duress capabilities that let Allegiance hear what's being said as the team dispatches support to operatives who require assistance.

## **BENEFITS: VERTEL POC DEVICES HELP INCREASE OPERATIVES' SAFETY AND PROFESSIONALISM**

Since implementing the Vertel PoC devices, service reliability and coverage has increased and the Allegiance staff members know that their safety is being put first. Security operatives can be reached regardless of their location, where cellular coverage is available, while the PoC devices provide one-on-one communication functionality so dispatchers can relay more sensitive information or details that the whole fleet doesn't need to hear. The emergency capability provide reassurance for operatives in the field.

Mark Greville said, "This deployment is all about staff safety. The GPS tracking is valuable so we always know where operatives are if they need assistance. The duress system is highly functional and helps us manage our response and how critical the issue is. The system reinforces the operatives' professionalism and that they're part of a chain helping other staff. We take our duty of care very seriously and these devices help ensure operatives are always in touch and can be assisted when needed. Having a very effective communications system like this one is extremely valuable."

## **ABOUT VERTEL**

Vertel is a wholly-owned, Australian national telecommunications carrier with over 40 years' experience delivering critical network infrastructure and services to enterprise, government and service provider organisations. With a broad range of fixed and mobile network and cloud services, underpinned by excellence in delivery and on-going operations, we specialise in serving customers with high availability, performance, management and security requirements for business, mission and life-critical operations. We design, build and deliver carrier-grade connectivity, management and application services for organisations throughout Australia.

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**Mark Greville,**  
CEO, Allegiance Investigations  
and Security Services

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