



**Industry:** Land Mobile Communications & Hosting Services

**Company:** Mastercom



Mastercom is a leading radio system integrator in Australia and a founding partner of the Orion Network – one of the largest Land Mobile Communications providers in the region.

**Challenge:** Simple and stable solution for hosting services.

**Product:** TRBOnet for Hosting Bundle

**Result:** Cost-effective and reliable radio network.

## Sales and Support

For Sales and Support contact your local TRBOnet dealer or visit [www.trbonet.com](http://www.trbonet.com) for a complete list of available dealers in your area.

Mastercom is a leading radio systems integrator in Australia and is a founding partner of the Orion Network. The company provides a full range of two-way radio services and has expertise in the design, implementation, management & field maintenance of Mototrbo networks. The company works with medium and large businesses from all sectors that demand flexible and reliable digital radio systems. The Orion network utilizes Mototrbo Connect Plus, with 40 plus sites covering 6 cities across the Australian continent. TRBOnet was chosen as the key partner for dispatch and AVL tracking across the network and has deployed for hosted and managed services.

"We were looking for a simple and stable solution for our dispatch centers that could be reliable and scalable too", - says Hamish Duff, Managing Director of Mastercom. "Our goal was to partner up with the company that really understands digital two way radio systems and creates software that allows customers to maximize the potential new digital radio technology offers. That is what we have with TRBOnet. (from company Neocom Software)"

*"TRBOnet is the key to success for our business and the entire Orion network. TRBOnet software is surprisingly easy to use but at the same time provides a comprehensive feature set suitable for all kinds of customers, users and managers. No other vendor can perform at the same high level and offer the same opportunities with MOTOTRBO as TRBOnet can!"*

According to Hamish Duff, TRBOnet is ideal for their needs because:

### It is scalable

TRBOnet solution for hosting makes it possible to apply both standard services and those that have been personalized to individual clients. The platform is adaptable and allows network managers to quickly tailor features to suit individual client's needs and have the sales team in front of customers sooner.

The ease of adding new radio users to the network is another of the advantages of TRBOnet.

The TRBOnet platform allows new features to be added with the release of updated or new Mototrbo products.

### It is customer-friendly

Clients enjoy all the benefits of the advanced dispatch console, tailored to their business requirements and without the need to install and maintain infrastructure – the hosting provider does it all. Every client has its own access to the dispatch console system and can never see private data of other companies. Clients can enjoy unparalleled access to their programmed radio network with all features they need.

### It is built for business

TRBOnet software can be rented with a monthly fee per radio unit and per dispatch so all the rates are in direct ratio to the size of the fleet

For Network Operators being able demonstrate new features and options to radio users speeds up the sales cycle, increases the revenue options per user and improves your return on investment .

### It provides higher level of service

Mastercom invested in XRT9000 gateways on the Orion Network to provide a better grade of service for major customers that require many talk groups and secure IP bandwidth such as Bus Fleets and a Gas Utility. In this case a complete service is sold including control room operations management, PC's running TRBOnet and IP links to the radio network. In addition utilizing a hosted TRBOnet service many smaller clients are also being added to the network. This allows Mastercom to provide a higher level of service to more clients.

*"The combination of TRBOnet and the Orion Mototrbo Network allows us to provide so many features that our competitors just can't match. IT IS FANTASTIC!"*