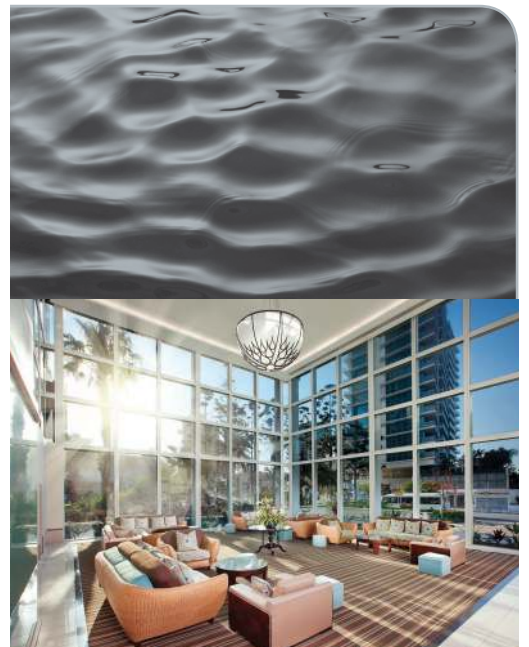


# Watermark case study



National Wireless has experience designing and installing systems in some of Australia's best hotels. Notable TETRA installations include Palazzo Versace and Intercontinental Hotels in Adelaide and Sanctuary Cove. We recently installed a DMR system for The Watermark Hotel & Spa Gold Coast.

*Read on for more information.*

The Watermark Hotel & Spa Gold Coast, is a 4½ star hotel located in the heart of vibrant, sun-drenched Surfers Paradise, just 5 minutes walk from white sandy beaches and popular shopping, dining and entertainment. The Watermark offers a stylish, contemporary retreat and provides guests with access to a diverse range of hotel facilities including a luxury day spa, two specialty restaurants, sports bar & gaming lounge, 7 conference venues, 2 pools and gymnasium.

Prior to transitioning to digital two-way radio, employees at The Watermark were using mobile phones as the primary method of internal communication. Over time they found mobile telephony to be costly due to ongoing call costs and hand-set breakages, inefficient for communicating a common message to groups and lacking in additional features. Paul Truman, The Watermark group's Queensland Chief Engineer, previously worked in hotels that utilised two-way radio and was well versed in the benefits two-way radio can offer this industry. He wanted an efficient system that would allow for group calls, instant delivery of messages and advanced safety features.

Following an extensive consultation process, including an onsite product trial, it was decided that the Vertex Standard eVerge range of DMR radio's offered the best combination of digital functionality and affordability to fulfil the customer's requirements. National Wireless designed and installed a single repeater system, utilising a Vertex Standard EVX-R70 repeater and 29 EVX-531 handsets.

Now in operation across several departments, including concierge/security, room service, engineering and housekeeping (whose employee's often work alone in isolated locations within the hotel), a key feature for The Watermark has been the emergency call function. Our customer has been so impressed by this function that it has now been written into their OH&S procedures.

Paul Truman says that he proceeded with National Wireless for their new radio system as we "offered good advice and were responsive to their enquiries and requests".

With the forthcoming G20 Summit and 2015 Commonwealth Games being hosted in Queensland, The Watermark Hotel is well equipped to capitalise on the opportunities and mitigate the challenges these events will present.