# Bell Mobility Radio Case Study

**Bell**

Trunked radio systems come in a variety of sizes and configurations, including very large and complex designs such as the one in Ontario Canada, owned and operated by Bell Mobility Radio (BMR), a division of Bell.  Obviously the more complicated a system is, the more difficult it can be to provide detailed performance information to the end users.  In 2001, BMR recognized that no commercial off-the-shelf software existed to produce filtered agency reporting, so BMR connected with The Genesis Group, a Motorola partner, to develop such a product.



Across Canada, Bell Mobility Radio operates various wide area, mission critical, two-way voice and data networks, offering services primarily to public safety and emergency services.  The Ontario network, called FleetNet, is the result of a long term, multi-million dollar contract with the Government of Ontario and utilizes Motorola SMARTZONE® 4.1 technology over four independent zones. The system consists of 200 sites, 900 channels, 20,000 users and covers a geographic area of more than 700,000 kilometers.  Several ministries and municipalities in Ontario share the system, including police, fire, health, transportation, corrections, and natural resources.

For FleetNet, BMR initially considered manually compiling Grade of Service (GOS) reporting for the user communities however because of the large number of agencies involved and the sheer volume of messages (almost 80 million PTTs in 2010), filtering data for each individual agency was quickly identified as too cumbersome. It was also a desire of BMR and their customers to have access to this information on as near a real time basis as possible, with complex reports that had to contain adequate amounts of detail. Additionally, customers could be anywhere across the province, so a web-based solution was preferred.

BMR and The Genesis Group had already established a successful working relationship, so Bell approached Genesis to consider creating this web-based solution. It's important to note that no such application had previously existed, there was no framework or architecture from which to borrow or start, so after stepping up to the challenge, the parties worked mutually over a two-year period with BMR as the pilot client for the software, participating in weekly planning calls, interactive webinars, idea sessions and team based development. BMR provided alpha version support and testing during software development as well as feedback to structure reporting views.  During beta testing, BMR ran the solution through "real-world" testing, involving at times some of their end users, all of which produced new ideas for the next release, and an ever improving application.

*GenWatch3® iVista can enhance any ASTRO®25, Dimetra, or SMARTZONE® network with versatile, agency-specific GOS reporting on demand, requiring no manual manipulation by administration.*

After initial implementation, many years of successful use and improvements, in December '09 Genesis officially released the GenWatch3® iVista web-based agency reporting tool.  With this tool, communication systems managers have access to an unprecedented array of information and reports, able to generate agency views online from any location via secure login with the same level of encryption used by financial institutions.  Each iVista login allows access to information for that agency only, based on its specific subscriber community. In addition, overall network loading can be monitored to ensure sufficient capacity to handle geographically concentrated incidents, helping sustain effective communications during critical situations. And iVista is more than a GOS tool.  When a situation arose where unusual system busies began to occur, iVista enabled system managers to determine where the problem originated, and why, including which specific radios were involved.

Today, GenWatch3® iVista can enhance any ASTRO®25, Dimetra, or SMARTZONE® network with versatile, agency-specific GOS reporting on demand, requiring no manual manipulation by administration.  Now each agency can independently manage specific information as if that system were all their own, empowering them with fast, efficient reporting capabilities. And if that isn't enough, agencies can conveniently download and store reports in Excel format for later use or bookmark them in a "favorites" list for easy online access.  GenWatch3® iVista gives reporting control to the users, simplifying network management to increase knowledge, saving time and money.