



CRANKWORX ROTORUA WORLD-CLASS COMMS FOR A WORLD-CLASS EVENT

Since 2014, Crankworx Rotorua has been one of New Zealand's major mountain biking events, bringing together elite athletes, event staff, volunteers, broadcasters, and spectators for one of the most iconic stops on the Crankworx World Tour.

But delivering an event at that scale requires more than world-class riders and venues. It requires communications that can keep teams connected across challenging terrain and demanding event conditions where cellular coverage is limited or unavailable.

THE DEPLOYMENT INCLUDED:

- » Approximately 135 Tait TP9300 portable radios
- » Tait TM9300 mobile radios
- » Six operational talkgroups
- » Individual calling capabilities
- » Radio-to-phone connectivity
- » Wide-area coverage across event locations

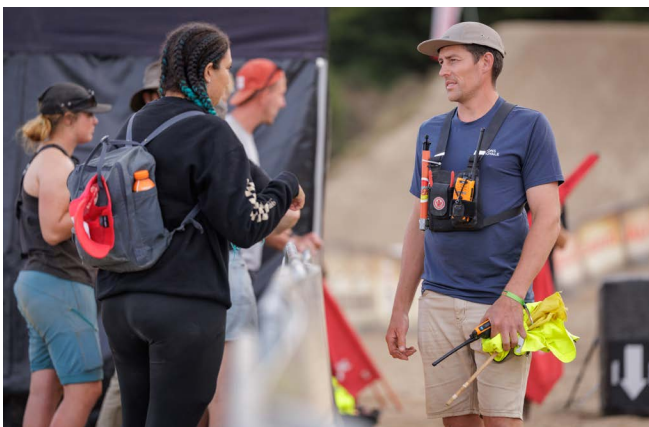
THE CHALLENGE COMMUNICATING IN REMOTE EVENT ENVIRONMENTS

Operating a major international sporting event requires a high level of coordination across multiple teams and communications must support event management, marshals, medics, operations staff, and broadcast crews throughout the multi-day event.

The festival is primarily staged across Skyline Rotorua and the Whakarewarewa Forest, with teams operating across remote locations where cellular coverage can be limited or unavailable. But regardless of the terrain or weather conditions, the communication systems must remain dependable.

“ With the event being staged across two areas which have little or no cell phone coverage, radio communications are essential to the smooth running of the event.

— Vernon Douglas, Alcom Communications



THE SOLUTION

A SOLUTION BUILT FOR UNIQUE EVENT OPERATIONS

Alcom Communications has supported Crankworx Rotorua's communications since the event's inaugural year in Rotorua in 2015. Over that time, the relationship has grown, with Alcom now serving as the event's official communication supplier and an event partner/sponsor.

Over time, Crankworx Rotorua's communications requirements became more complex and since 2024, the event has been using the Alcom Connect DMR Tier 3 network with a Tait radio solution. This solution provides a single communications environment across the main event sites and wider Rotorua area, giving operational teams the capabilities needed for a large-scale outdoor event.

“Reliable communications and connectivity infrastructure is one of those things that the public never sees but the entire event operation depends on, and having Alcom in our corner helps solidify our confidence going into each festival.”

— Tuhua Mutu, *Event Director - Crankworx NZ*

THE OUTCOME

SUPPORTING SAFER, MORE COORDINATED OPERATIONS

The move to a DMR Tier 3 network helped Crankworx support a more connected operating model across its event footprint. Instead of relying on separate site-based communications, teams can now communicate across a wider event footprint while remaining connected through a single communications environment.

This means communications better reflect the way the event actually runs: multiple teams working in parallel, often across remote or high-traffic areas, with safety and timing dependent on clear coordination.

LOCAL EXPERTISE BACKED BY PROVEN RADIO TECHNOLOGY

Alcom's long-term relationship with the Crankworx team gives the event access to local support, event knowledge, and practical communications expertise, while the Tait Tough TP9300 radios provide the durable field equipment needed for demanding outdoor conditions.

Together, that combination reflects the strength of Tait's dealer network: locally delivered solutions supported by radio technology designed for critical operational environments.

Photographer – Clint Trahan



**CRANKWORX
ROTORUA**



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