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TAIT CASE STUDY: AN ITALIAN BANK



Enhancing Safety And Security For A Leading Italian Bank.

At a glance:

Sector: Banking

Environment: Branch networks and cash-in-transit operations

Solution: 115 x TP9355 portable radios and 35 x TM9315 mobile radios

Key outcomes: Improved security, zero downtime migration, workforce safety

For banks operating at national scale, secure and reliable communications are critical to protecting people, assets, and daily operations. This is especially true for cash-in-transit teams, where uninterrupted coordination between vehicles, branches, and control rooms directly impacts safety and risk exposure.

When a major Italian banking institution set out to modernize the radio communications used across its branch network and cash-in-transit fleet, they choose to work with long-time Tait partner JESCOM Europe alongside integrator Pontiradio PR. Having relied on a Tait solution for more than 15 years, the bank wanted to introduce modern digital capability while preserving the reliability, coverage, and operational confidence built up over time.

The upgrade was implemented smoothly with zero disruption to live security operations and has set them up with a future-ready Tait DMR solution.

The Challenge

A complex upgrade with no margin for downtime

While the solution was clear, the implementation faced a major challenge with 35 bank branches across a wide geographic area requiring radio upgrades as well as the vehicles used to transport valuables between branches and central vaults. Communications coverage needed to remain reliable not only at fixed locations, but also along transit routes used daily by security teams.

The new system needed to be deployed with:

- Zero operational downtime, to avoid exposing branches or vehicles to security risk
- Seamless transition from the existing system, with no loss of coverage
- Carefully coordinated logistics, ensuring the right equipment and personnel were in place at each location
- Minimal disruption to staff workflows and training requirements

Any interruption during cutover could compromise safety, making continuity as important as capability.

The Solution

Coordinated communications across branches and vehicles

JESCOM Europe tailored a solution based on the bank's needs and planned for the installation of 115 TP9355 portable radios and 35 TM9315 mobile radios. The solution was deployed in phases, ensuring the legacy system was only shut down once the new network was fully operational and continuous security coverage was maintained throughout the transition.

The TM9315 mobile radios were installed in cash-in-transit vehicles to enable reliable, wide-area communication for mobile security teams. These work in tandem with TP9355 portable radios used by branch staff, creating a consistent communications link between vehicles, branches, and control rooms.

The TP9355 portable radios support both individual and group calling, giving teams flexibility to coordinate discreetly or communicate at scale. Bluetooth connectivity allows for wireless audio accessories, enabling hands-free and discreet operation for security staff. Displays support text and short data messages, providing additional situational awareness without relying on voice alone.

Built to Tait Tough standards, the radios meet IP65 and IP68 certifications for dust and water resistance and comply with military standards for shock, drop, and vibration, supporting reliable performance in demanding, real-world conditions.



The Result

Strong security, faster response times, increased confidence

The upgraded radio fleet delivered immediate improvements in audio quality, coverage, and reliability across both fixed and mobile operations. For the bank, this translated directly into enhanced security, improved coordination, and faster response during critical situations.

Workforce safety was also strengthened through built-in features such as:

- Highly visible emergency keys, enabling rapid escalation
- Man Down and Lone Worker alarms, automatically alerting control rooms if a security guard is incapacitated
- Faster, location-aware response, ensuring assistance can be directed quickly and accurately

By combining trusted technology with careful planning and execution, the project reinforced confidence at every level, from frontline security teams to operational leadership.

Thanks to long-standing relationships and trust built up over the years, Tait was able to understand the customer's needs and closely collaborate with both integrator Pontiradio PR and local dealer JESCOM Europe to create an effective solution.



Built for continuity, today and tomorrow

This deployment highlights the value of long-term partnerships and standards-based design in security-critical environments. By modernising its communications without disrupting operations, the bank strengthened protection for staff and assets while laying a foundation for future evolution.

With a reliable, coordinated radio network now in place, the organisation benefits from clearer communications, safer workflows, and the confidence that its security operations are supported by proven, durable technology, wherever the job takes them.

A spokesperson for Pontiradio PR said:

"We selected Tait radios for the cash-in-transit fleet because of their proven reliability and long-term durability. In our daily operations, uninterrupted communication is essential, and Tait radios have consistently delivered clear, stable performance even in demanding conditions. The use of the built-in 'Man Down' feature in the portable radios was one of the elements that influenced the decision.

Their robustness and longevity give us confidence that our customer investment will continue to support their security and operational needs for many years to come."