



Intervention Force Members of the Ministry of the Interior

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importance to us. On a daily basis, this
translates into zero breakages."**

The Intervention Force Members of the French Ministry of the Interior have a judicial police role while specialising in interventions. They take part in the management of major crises, and work on national, regional and even international organised crime.

150

Intervention Members

0

Breakages



Sécurité

THE CHALLENGE

What was your initial issue ?

Following the attacks of 2015, we had a major questioning regarding our communication means. This entailed the PC STORM bid in which Crosscall was associated.

How did you handle daily communication before this deployment ?

Before Crosscall smartphones, our operators had radios to report information.

What were your needs ? What was at stake ?

Intervention Force Members of the Ministry of the Interior have an important need for communication: they must be able to report information instantly. Poor communication can lead to very dangerous situations.

“Our constraints are essentially linked to the size, weight and handling of the devices and Crosscall has perfectly taken those factors into account.”



THE CHOSEN SOLUTION

What solution were you looking for ?

We were looking for a smartphone that was both easy to use and durable. Our operators' needs are equivalent to working outdoors or doing extreme sports. This is why the durability of a smartphone is essential for us.

Similarly, the product had to adapt to our needs and not the other way round. From one service to another, uses can be different and problems unprecedented. Our partner had to offer modular products in addition to adapting to our requirements.

How did you hear about Crosscall ?

We heard about the Crosscall brand through a tender issued by the Ministry of the Interior, the PC STORM bid. Once the brand was selected, we were promptly led to have a direct contact with Crosscall.

Why choose the Crosscall solution ?

We immediately connected with Crosscall's identity. The fact that the European company is specialised in outdoor was a better match for us than any other supplier. Its impermeability with the IP 68 standard, its resistance, the thickness of the screen, its durability, everything was there. After explaining our need for devices, the French company quickly adapted to our demands, and we then entered into a partnership.

«In this collaboration with Crosscall we have found a truly attentive ear.»



TREKKER-X4

«Operators use the Crosscall smartphone naturally. It has become an integral part of their daily lives.»

What convinced you ? What were your selection criteria ?

Crosscall is very keen to hear our feedback from the field. With this European brand, we have found a truly attentive ear as well as a close relationship offering good communication that really helps us to make progress on the devices.

Moving from radios to Crosscall's new and operational technology was one way for us to successfully maintain long-distance communication. It has also allowed us to save time and make life easier for our operators. With Crosscall devices, everyone has been able to gain in autonomy and efficiency and feel responsible for a modern, reliable means of telecommunication.

What do you think of the complete package of accessories and the X-LINK technology ?

The Crosscall package of accessories satisfies us. For our operators who are constantly on the move, the simplicity of the smartphone and X-LINK technology offer real ease of use. The accessories are also integrated into all our vehicles, a valuable benefit anywhere we go.

What Crosscall accessories do you use ?

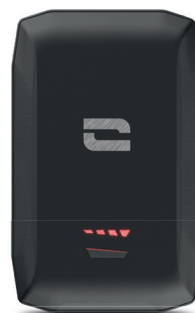
We use external batteries extensively. They represent a real asset in our activity. When Crosscall presented us with this accessory, it was the trigger for us. We were not even aware that this system existed. This accessory limited our need to something extremely simple, which made us directly adopt the product.

Crosscall is a European brand, is this important for you ?

The fact that Crosscall is local and European simplifies the communication. It is also a geographical advantage as the brand has offices in the Paris region as well its headquarters in Aix-en-Provence, South of France, which greatly facilitates meetings.



«The X-LINK technology is simple and efficient. It was the trigger for us to adopt the product.»



X-POWER



X-DOCK



How did Crosscall come to understand your activities ?

I think that Crosscall's proximity to the outdoor and sports world has given the brand a better understanding of our constraints. We ourselves have many analogies with extreme sports. This aspect of Crosscall has always been essential to them and it is also important for us. There are similarities in both our professions.

What are the benefits of the Crosscall solution for you ?

The resistance of the Crosscall smartphone allows us to remove the problems of breakdown and breakage. Crosscall devices are by definition reliable and above all robust, which is of extreme importance for us. On a daily basis, this translates into zero breakages.

Finally, Crosscall's speed in developing new equipment and accessories at the slightest problem has made it possible to truly adapt the products to our everyday use.

THE OUTCOME

Does the solution give you complete satisfaction ?

Yes, we are satisfied. Crosscall equipment is perfectly adapted to our needs, whether in terms of ergonomics or weight constraints. The devices match our needs perfectly.

What is the next development step ?

The aim is to continue the development of products and accessories dedicated to our profession. Crosscall products are work tools with novel features. I am thinking in particular of the geolocation system, a more sophisticated Push To Talk system, or a hybrid radio system.

Would you recommend this solution ?

Yes, we recommend this solution. Crosscall has a small team within a big business, so they communicate with each other very effectively. When we raise an issue from the field, we are sure that the problem will be quickly solved. They work to help us find solutions, and to help us move forward.

«The extreme sports dimension of Crosscall has always been essential to them and it is also important for us. There are similarities in both our professions.»



Interview with Members of the Intervention Force of the Ministry of the Interior