

Modernising Operational Radio Recording at Port of Auckland

Overview

Port of Auckland uses radio communications to help coordinate the safe and efficient movement of freight across one of New Zealand's busiest transport hubs. Stevedores, vessel traffic services and port operations teams exchange instructions and manage activity in a complex operational environment.

Recordings of these communications provide an important reference for incident investigations, audits, compliance reviews, training and operational assessments. Accessible records help teams reconstruct events, review decisions and identify opportunities to improve safety.

To maintain dependable access to this information, the port needed to replace an ageing recording platform with a more reliable and accessible solution. Black Box implemented a hybrid Liquid Voice platform for operational radio recording, combining on-premises recording services with cloud capabilities for archiving, search, analytics and AI processing.

Challenges

The port's radio recording platform had reached the end of its support lifecycle. Its heavily customised environment relied on ageing infrastructure and legacy networks, making maintenance and recording retrieval increasingly difficult.

Outages, patching requirements and limited support created operational and cybersecurity concerns. Auditors, compliance personnel and operational leaders also faced a cumbersome process when locating and reviewing recordings.

Because recorded communications supported incident investigations and regulatory reporting, dependable access to records was important. Port of Auckland needed a replacement that would simplify administration, improve usability and strengthen confidence in recording availability and integrity, while supporting the operational teams that relied on radio communications.

AT A GLANCE

CHALLENGES

- Legacy recording platform had reached its end-of-support lifecycle
- Ageing infrastructure increased maintenance demands and outage risks
- Cumbersome recording retrieval slowed investigations and reviews
- Dependable records were needed for investigations and compliance

SOLUTIONS

- Hybrid recording captures operational marine radio communications
- Cloud archiving simplifies recording management and retrieval
- Authorised personnel securely retrieve operational recordings
- AI transcription enables searchable operational communications

RESULTS

- Replacement reduced risks linked to unsupported recording systems
- Operational teams gained faster access to relevant recordings
- Searchable transcripts accelerated recording review and investigations
- Client reports reliable service with minimal support intervention

BENEFITS

- Dependable communications records support operational accountability
- Accessible recordings support investigations and compliance reviews
- Intuitive interface minimises operational training requirements
- Reliable recording access strengthens operational confidence



Solutions

Black Box implemented Liquid Voice to capture and retain operational radio communications across the port's marine environments. Recording services remain on premises, while archiving, search, analytics and AI processing are delivered through the cloud.

Authorised users access a secure interface to search, retrieve and review recordings for investigations, audits and operational evidence. The hybrid platform replaces the legacy recording environment and combines local recording with scalable cloud services.

AI-powered transcription converts recorded audio into searchable text, helping users locate relevant conversations through text searches instead of manually reviewing an entire operational window. The solution brings recording retention and retrieval together in a platform designed to improve accessibility, simplify use and support dependable access to operational communications.

"For Port of Auckland, that can mean locating a critical one-minute exchange within a much larger operational window, rather than manually reviewing the entire period."

Avinash Murthy

Head of Marine & Cruise Operations | Port of Auckland

Results

Replacing the unsupported platform reduced operational and cybersecurity risks associated with the ageing recording environment. Port of Auckland reports reliable service since deployment, with virtually no support intervention required.

Operational teams, auditors and compliance personnel can locate and review recordings more easily through an intuitive interface requiring minimal training. Searchable transcripts help users identify relevant conversations, supporting faster investigations and reviews.

The port now has a dependable record of operational communications to support incident reconstruction, audit preparation and compliance reviews. Accessible recordings also help teams review adherence to procedures and identify opportunities for continuous improvement, strengthening confidence in the availability and practical value of recorded communications.

Why Black Box?

Port of Auckland selected Black Box and Liquid Voice after evaluating multiple recording platforms against its requirements for usability, reliability, compliance and long-term sustainability.

Black Box implemented the hybrid solution, combining operational radio recording with cloud archiving, search and AI-powered transcription to support investigations, audits and access to communications records.

Customer Perspective

"The biggest benefit has been reliability. The system is easy to use, always available and gives us confidence that we can quickly access the information we need when it matters most."

Avinash Murthy | Head of Marine & Cruise Operations | Port of Auckland