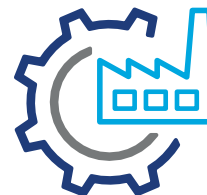


# ULTRA-SMART LTE SOLUTION HELPS KERRY FOODS HARTLEPOOL IMPROVE WORKER SAFETY



MANUFACTURING

Kerry Foods required a one-device solution that would give them instant, reliable communication, and access to key safety features to ensure staff at their Ingredients site in Hartlepool had a safe working environment at all times.

## THE CHALLENGE

Kerry Foods is part of the world's leading taste and nutrition company, Kerry Group. From their Flavours and Ingredients site in Hartlepool, they create food products for some of the most recognised food brands in the country.

The challenge was to implement a two-way communication solution to help improve worker safety at site.

They specifically wanted a lone worker and 'man down' solution, along with the ability to raise a panic alarm in emergency situations – this included knowing the exact whereabouts of a person in distress.

This was particularly important in remote areas of the site, such as roof voids, which are known areas of concern with food manufacturing plants.

It was also essential that workers didn't have to carry multiple devices around to get the job done.

Kerry Foods wanted a smartphone device that could be used in harsh environments, withstand being dropped, track the location of workers in real-time, and give them two-way radio like capabilities – in the form of instant communication via dedicated Push To Talk (PTT), group calling, and dedicated emergency buttons.



**PRODUCTIVITY**  
up



**EFFICIENCY**  
raised



**SAFETY**  
increased

TRBOCALL - GREATER THAN THE SUM OF ITS PARTS

# THE SOLUTION

We installed Eemits ultra-smart digital two-way radio solution - TRBOCALL – a modular platform comprising the following:

## INFRASTRUCTURE

Kerry Foods chose:

- Push-to-Talk over Cellular (PoC)
- Roaming SIM

## The Benefits:

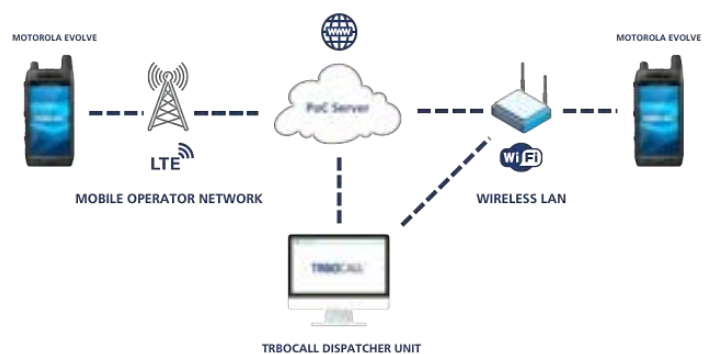
Kerry Foods opted for a PoC solution so no complex radio infrastructure was required. All voice and data capabilities are managed over 3G, 4G, or WiFi connectivity.

Putting this into context, using the cellular infrastructure of mobile network operators means Kerry Foods is able to benefit from wide coverage that has no reliance on the traditional set-up of a two-way radio system - i.e., no dependence on repeaters or base stations.

Their LTE device connects to the cellular infrastructure via a SIM card, which results in a reliable network that requires no maintenance or operational expense. This makes for a more cost-effective communication system for Kerry Foods.

And by using our TRBOCALL mobile app and dispatcher solution, their communication device of choice connects to both the PoC server and our management/dispatch application - creating a seamless network solution.

Using a roaming SIM also means Kerry Foods can specifically use data for voice communications, and only the applications they use for work-specific purposes.



# THE SOLUTION

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## HARDWARE

Kerry Foods chose:

- Motorola Evolve



## FEATURES

Kerry Foods chose the following features:



PTT  
(Push-to-Talk)



Lone Worker



Panic Button



Rugged Design



Bluetooth

Kerry Foods needed a modern communication device that could offer smart safety features and hold up to the test of a noisy, harsh environment.

### The Benefits:

Kerry Foods chose the Motorola Evolve as it suited their preference for having a mobile phone device. Operating over 3G, 4G, or WiFi the Evolve devices are connected to a PC dispatch system so workers on the production floor can communicate effectively with centralised plant production staff.

The Evolve is built on the Android platform, so not only could they access our TRBOCALL app but they also had access to an ecosystem of applications that may be suitable to other business needs.

### The Benefits:

#### Push-To-Talk (PTT) over Cellular and Broadband

Using a software PTT button within the TRBOCALL app, Kerry Foods is able to communicate instantly over 3G, 4G or WiFi. This software module supports One to Group Call, One to One Call (Private), and Emergency Call. End users can also use the device to send and receive text messages.

The Evolve also has a dedicated PTT button on the device itself, giving workers the flexibility to press a dedicated button or one within our app.

#### Lone Worker

The lone worker module gives the PC dispatcher or team member the ability set a time interval in which a remote welfare check is carried out. If the lone worker does not interact with the app or respond to the dispatcher in the set time an alarm is activated to indicate there's a problem.

The worker's location can be tracked via GPS (outdoors) or Bluetooth (indoors) reducing the amount of time it takes to get help in the right place inside our outside the building.

#### Panic Button

With workers in different areas of the production plant it was important they had access to a dedicated panic alarm solution. Within the app there's a software button that sends an emergency alarm to other Evolve users or the PC dispatcher - along with GPS coordinates of the worker's location. The alarm can also be triggered by shaking the device - with the 'shake' function a customisable feature to avoid false alarms.

The Evolve also has a dedicated emergency button on the device - giving end users peace of mind that they'll be able to raise an alarm in speedy fashion.

# THE SOLUTION

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## SOFTWARE

Kerry Foods opted for software:



Mobile Client



Voice Dispatch



Personal Safety



Indoor &  
Outdoor  
Positioning



Voice Recording



Text & Email  
Messaging

Kerry Foods opted for a range of software options that allowed them to boost worker safety, efficiency and productivity.

## The Benefits:

### Mobile client

As the Motorola Evolve was the device of choice, all software and features were accessible via the TRBOCALL app. This removed any need for multiple devices and solutions to be implemented by Kerry Foods. And it meant that any updates or issues could be resolved remotely, without the need for Eemits to visit the production plant.

### Indoor Positioning

The indoor location of workers is tracked via Bluetooth. This is achievable thanks to iBeacons - which are small, strategically placed Bluetooth beacons - that connect to the Evolve and work out the real-time proximity of the device to where the beacons are located within the production plant.

The data is then available for the PC dispatcher to review, and if there's a problem they know straight away. This then reduces the amount of time it takes to react to either an emergency or the re-deployment of workers based on task priority.

### Outdoor Positioning

With built-in GPS, the location of workers in outdoor spaces is tracked in real-time. This is particularly crucial for the Maintenance team as they often work in isolated areas of the site.

Knowing their whereabouts is potentially life saving, especially in high-risk working areas.

### Voice Recording

In such a fast-paced, and sometimes high-risk environment, it's important Kerry Foods is able to act upon on reliable information and data to develop processes and ensure 'near misses', accidents and injuries can be prevented in the future.

With Voice Recording, two-way (or group) conversations are recorded and then played back in MP3 format.



# THE SOLUTION

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## SERVICE WRAP

Kerry Foods chose:

- 3-year Managed Service
- Reactive Maintenance
- Unlimited Business Hours Telephone Support
- Remote Maintenance
- Unlimited Software Upgrades
- Enhanced Warranty With Accidental Damage Cover

## The Benefits:

The managed service is for three-years and covers the long-term hire of the Evolve devices, any repairs (including accidental damage), and a range of maintenance support services.

This covers a same-day (business hours) response service whereby by issues with the dispatch system are fixed on-site - if unable to rectify the issue remotely.

As the solution is utilising our smartphone app and dispatch system, remote maintenance was vital, as a lot of issues or updates can be made remotely.

Our customer and technical care team are also on hand with advice and support during business hours. There is no limit as to how many times Kerry Foods can be in contact by telephone.

As Kerry Foods operate in what can be a harsh environment it was essential that they had Enhanced Warranty With Accidental Damage Cover as they may be prone to dropping the devices from a height or exposing them to conditions whereby the device becomes damaged.



# THE RESULTS:

Kerry Foods now has a one-device solution in place that offers multiple benefits, including increased safety for their workers at the Hartlepool site.

Eemits innovative modular platform TRBOCALL - a unique combination of hardware, bespoke software applications and digital features - together create an ultra-smart two-way radio system. Combined with unrivalled wide area network coverage, our customers have the flexibility to build their own system with all, or a combination of infrastructure, hardware, software service wrap, features and accessories that suite their individual business needs.

## EEMITS CLIENTS BENEFIT FROM:

Productivity increased by up to

**40%**

PER SITE

Efficiency raised by up to

**1 hr**

PER EMPLOYEE PER DAY

Safety increased for

**100%**

OF YOUR WORKFORCE VIA DIGITAL RADIO WHERE EVER THEIR LOCATION :

TRBOCALL - GREATER THAN THE SUM OF ITS PARTS