

EEMITS COMMUNICATIONS DELIVERS TRBOCALL SYSTEM TO LEADING AGROCHEMICAL MANUFACTURER



A leading agrochemical manufacturer approached Eemits to look at ways to help the company improve its productivity with better communications across two of its state-of-the-art facilities located in the North East.

THE CHALLENGE

The manufacturer was using an analogue radio solution across both facilities based in Billingham and North Tees Wharf. This comprised several separate systems that the company had organically grown over a period of time, however these had become outdated and lacked in efficiency.

The company required an upgraded system that would provide a seamless two-way radio solution and unify both facility operating areas which included areas where the reception was difficult to achieve. It was essential that the system provided enhanced safety for workers and increased their productivity and efficiency across both sites. It also had to be suitable to operate in all ATEX safe defined areas whilst safeguarding the initial investment and have the capabilities to expand or integrate further applications in the future.



PRODUCTIVITY
up



EFFICIENCY
raised



SAFETY
increased



THE SOLUTION

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



INFRASTRUCTURE

The agrochemical manufacturer chose:

- Linked Capacity Plus
- Four SLR5500 repeaters
- Cisco switches and routers
- CDF450 Array antenna with LCF1250 low loss feeder cable
- ENF450 omni directional antenna with RG213 feeder cable
- Equipment at Billingham housed in a 27U data cabinet
- Equipment at North Tees housed in a 12U data cabinet



HARDWARE

The agrochemical manufacturer chose:

- A series of Motorola DM4600 Desktop Base Stations fitted with desktop PC with 4 Hour Battery backup, keypad mic and local antenna
- A series of Motorola DP4801Ex Full Keypad (ATEX) hand portable radios
- A series of Motorola DP4401Ex Non-Keypad (ATEX) hand portable radios



The Benefits:

By installing Linked Capacity Plus - across two geographic locations – the manufacturer now has a reliable core infrastructure in place that delivers five times the capacity of their old analogue system. The SLR5500 repeaters, three located at one site and one at the other, enables full coverage to be achieved across both facilities.

Seamlessly connected to the company's corporate IT network via cisco switches and routers the company can access TRBOCALL's software applications from a virtual machine, with full client dispatch software installed to two existing desktop PC's enabling control over communications from one central location. Should a power failure occur the system will still run smoothly as it is linked to local on-site failover power supply, meaning workers are protected at all times.

The Benefits:

As a platinum partner to Motorola, Eemits recommended a series of their hardware that was fit for purpose. All of the radios provided are of excellent quality – with an extremely robust design – meaning they can withstand strenuous working environments.

The DP4801Ex and DP4401Ex radios were a natural choice for the manufacturer as being ATEX certified they are ideal to use in potentially hazardous environments and can be integrated with several safety features. The team can send and receive private one-to-one calls and group calls with displayed caller ID. These rich calling features eliminate unnecessary chatter and free up channels for mission critical voice communications. The DM4600e are ideal desktop radios with large, full colour display and flexible user configurations, which are very easy for workers to use offering unrivalled voice and data communications. These were also fitted with a 4 hour battery backup for use in the event of power failure.



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FEATURES

The agrochemical manufacturer chose the following features on their radios:

- PTT (Push-to-Talk)
- Panic Button
- Lone Worker
- Man Down
- Intelligent Audio
- Text Messaging
- ATEX
- Rugged Design



SOFTWARE

The agrochemical manufacturer chose:

- Voice Dispatch
- Personal Safety
- Job Ticketing
- Telemetry
- Text and E-Mail
- Voice Recording
- AVL Tracking
- Phone Interconnect
- Fleet Administration and Event Logging

The Benefits:

The range of the features together significantly enhances the operational performance of employees at the company, whilst also significantly improving the safety and efficiency across both sites.

Workers can be rest assured that they are safe at all times with features such as man down which sets off an alarm if workers have a trip or a fall or if they fail to respond to periodic alerts. With alarm raising buttons, lone worker tilt and unresponsive triggers and lone worker check in's workers are protected in all locations and at all times.

The Benefits:

The software enables the company to have a graphical representation of the features of the TRBOCALL System.

Voice dispatch, enables employees on each dispatcher to have full control over the system and voice recording allows workers to immediately play back messages sent by the first responder so that no time is ever wasted in repeating messages.

If the panic alarm, lone worker or alarm is to be initiated by a radio the alarm can be escalated by a number of different routes to a number of different recipients. The company's dispatchers receive their alarms and when raised a loud audible sound is raised in the control room and the radio that triggered the alarm is immediately highlighted in red on the mapping screen alongside with the nearest available assets who could help. All communications made by this radio are then prioritised so that the emergency can be effectively dealt with.

With sophisticated software such as phone interconnect the whole team can communicate with each other, even when offsite, with the company having the ability to further extend the range of their system at any given time. This means workers of all levels can connect with each other and through having job ticketing integrated into the system desk workers can raise jobs for other workers in different plant areas. Once the job has been completed the job ticket is closed. As such, this has significantly increased the productivity at both sites, allowing workers to get on with the tasks they are required to do with seamless communication at every stage.

All communications that have been made are recorded via the voice recording software and the audio files will be available in MP3 format. This will help the company to improve its training and operational processes.

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SERVICE WRAP

The agrochemical manufacturer chose:

- Motorola Service from the Start (SFS) Fully Comprehensive Cover
- Business Hours Reactive Maintenance
- Preventative Maintenance
- Annual Software Upgrade Licences for both the Server and Radios
- Annual Ofcom Licences



ACCESSORIES

The agrochemical manufacturer chose:

- Heavy Duty Leather Cases for each type of radio
- Multi (6-Way) and single unit chargers

The Benefits:

Eemits has provided the manufacturer with a comprehensive service wrap that enables the company to have full peace of mind. With a guarantee that Eemits will respond to any major faults within a pre-agreed timeframe, we will endeavor to ensure that any problems are dealt with as swiftly as possible. We will also work with the company to update their annual licenses, taking away any administration hassles for the business.



The Benefits:

The manufacturer was provided with the heavy duty leather cases so that employees are able to operate their radios hands free without the worry of dropping and damaging the radios.

The multi (6-Way) and single unit chargers are guaranteed to be compatible with all radios supplied, ensuring that they are always charged and ready to use.

THE RESULTS:

The agrochemical manufacturer now has a system that has significantly increased the safety of its workers, whilst also reducing significant running costs for the business.



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.

TRBOCALL - GREATER THAN THE SUM OF ITS PARTS

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**