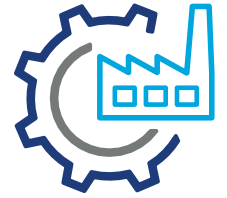


WHITBY SEAFOODS NETS NEW ULTRA SMART DIGITAL TWO WAY RADIO SOLUTION



MANUFACTURING

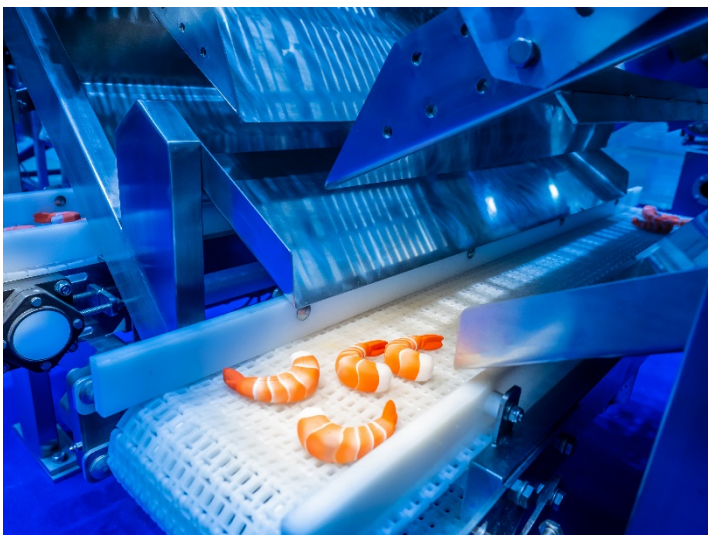
Whitby Seafoods approached Eemits to deliver a unified digital two-way radio solution to their manufacturing site to improve coverage, communications and worker safety and control remote site access.

THE CHALLENGE

Whitby Seafoods are the UK's leading scampi manufacturer and have also been identified as one of the London Stock Exchange 1,000 companies to inspire Britain.

Eemits had the benefit of working with Whitby Seafoods for over 10 years ensuring that their on-site communications have kept pace with their continual growth and changes in radio communications technology. This partnership has led to Eemits having a sound knowledge of how the business needs to perform to succeed.

The challenge was to upgrade Whitby Seafoods from a simple back-to-back (direct mode) digital system to a single site conventional digital repeater system. Whitby Seafoods had previously experienced problems with 'block spots' that had been created through the physical expansion of the buildings on site. The rapid expansion of Whitby Seafoods led to changes in operations and procedures which required Eemits to come up with innovative ideas to solve the issues associated with the growth of the business.



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

Whitby Seafoods chose:

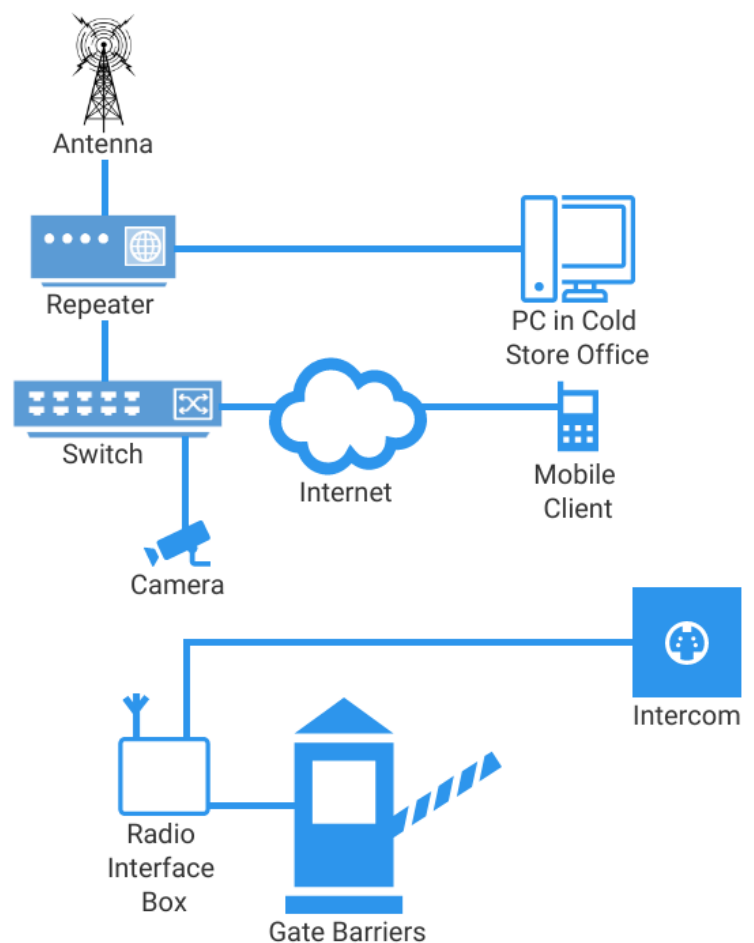
- Single site conventional system



The Benefits:

Whitby Seafoods needed to communicate with voice and data over a site containing multiple buildings of varying shapes, sizes and construction. One of the key problems with the previous system was 'black spots' which were created as the site expanded. To solve this, a single site conventional digital repeater system was installed.

A single site digital two way radio solution adds a repeater to the site to offer greater coverage and eradicates 'black spots' and 'dead zones' that can arise when using a radio system in direct mode.



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HARDWARE

Whitby Seafoods chose:

- Motorola DP4801e Radios

The Benefits:

Whitby Seafoods chose the Motorola DP4801e radios for their new system. The DP4801e features a full keypad with a colour display and 1,000 channels. This radio has a Motorola Lithium-ion battery sufficient for a 10-12 hour shift. The rugged design protects against wind and dust and it can also survive being submersed in up to one meter of water for up to 30 minutes.



This radio also has in-built scrambling for increased security and privacy and the transmit interrupt feature allows you to interrupt another conversation ensuring that vital information can be communicated immediately.

FEATURES

Whitby Seafoods chose the following features:



PTT
(Push-to-Talk)



Telemetry



Panic
Button



Text to
Speech



Lone
Worker



Man
Down



Rugged
Design



Telephone
Interconnect



Bluetooth

The Benefits:

Worker safety was improved through lone worker, panic alarm and man down features being enabled within the DP4801e radios that were deployed. As workers enter and leave cold storage and process areas it was important that workers could have peace of mind that if they encountered difficulties they could rely on the radio system as a means of raising an alarm that would be acted on.

These features interacted with the TRBOcall software that had external GPS and internal location so that in the event of an emergency the PC dispatcher would know the radio users exact location allowing the response to be more effective. The indoor location worked with the embedded Bluetooth feature within the DP4801e radio and strategically located i- Beacons.

The alarms were also sent a number of smartphones that had the TRBOcall mobile client application loaded on to it. This allowed the alarm notifications to be pushed off site outside of business hours so site workers always have peace of mind that their welfare is being monitored 24/7/365.

The system has also helped drive efficiency within Whitby Seafoods. The access control gate now has a call point that allows visitors and deliveries to site to use and directly communicate with radio users on site which is essential to accept and dispatch deliveries of fresh and frozen produce as quickly as possible as every minute counts. The access barrier is also controlled by radio users on site by using the DP4801e telemetry function so that once the radio user has received a message from the access call point they can lift the barrier with a single press of the button and then close it again. The success of the telemetry action is confirmed to the radio user by a text acknowledgment on the radio.

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SOFTWARE

Whitby Seafoods chose the following software:



Voice Dispatch



Personal Safety



Indoor Positioning



Voice Recording



Text & Email Messaging



Audit Reports



Extended Alarm Management



IP Cameras



Mobile Client

The Benefits:

TRBOcall software was overlayed to improve workforce safety and improve efficiency.

To confirm the identity of the person at the call point the TRBOcall IP camera module was also deployed. This required the installation of a high-quality IP CCTV camera to be mounted in a strategic location on the site to view the identity of the person at the call point. The camera feed is then monitored in real time on the TRBOcall PC dispatcher. The integrated access control within the radio system means that Whitby Seafoods significantly reduce down time by not having to send staff to the access point or constantly monitor it. Everything is now automated.



THE SOLUTION

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SERVICE W RAP

Whitby Seafoods chose:

- End-to-end management of system faults
- Uncompromised management of services
- Dedicated service team proactively monitoring for system issues
- Planned system upgrades
- Infrastructure asset management
- Spare parts management
- Fully comprehensive priority repair service for all Motorola hardware
- Onsite support for system issues
- Preventative maintenance by certified technicians

The Benefits:

The system has been deployed as a 5 year fully managed system with all Motorola products covered by their enhanced warranty with accidental cover ensuring that any defective product is repaired and returned to Whitby Seafoods with a 3 day cycle time from collecting the product from Whitby Seafoods, repairing the product and it being returned to site.

The managed service also covers reactive maintenance so that any problems on site are responded to within a pre-agreed SLA time and each the integrity of the system is checked with a planned preventative maintenance check.

Ultimately our customer and technical care team are always on hand through a dedicated technical support line to help Whitby Seafoods in any way we can to support their on site communications system and to keep their operations running smoothly as possible.



THE RESULTS:

Whitby Seafoods now have a system that has significantly increased the safety of their workers, whilst also significantly improving communications across their multiplesites.

“Eemits Communications has been a long-time partner of Whitby Seafoods. Their single-site conventional digital repeater system has driven daily efficiency and given us greater on-site access control. We appreciate their continued commitment to customer satisfaction and look forward to what the future holds.” – Gareth Coverdale, Whitby Seafoods

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 :**