

VERTEL UPGRADES COMMUNICATION FOR GRASSHOPPER ENVIRONMENTAL FLEET WITH PUSH-TO-TALK OVER CELLULAR



ORGANISATION

Grasshopper Environmental

INDUSTRY

Waste management

SOLUTION

- Push-to-Talk

BENEFITS

- Clearer communication between drivers and dispatchers while on the road
- One-on-one communication functionality so dispatchers can relay sensitive information
- Emergency capability provides reassurance for drivers
- Improved communication quality and coverage

Grasshopper Environmental has provided waste management and disposal services across the greater Sydney area for over 40 years, with bases in Arndell Park and the Blue Mountains. It services projects and premises across tier one construction, demolition and infrastructure industries, and commercial and industrial organisations, such as warehouses and manufacturing, nursing homes, medical institutions, restaurants, and retail.

Grasshopper Environmental is committed to sustainable and ethical waste management practices and disposal, with best practice certifications for: environment; quality; and occupational health and safety (OH&S) management systems.

PROBLEM: COMMUNICATION CLARITY AND COVERAGE RANGE NEEDED IMPROVEMENT

Grasshopper Environmental’s client focus includes timely-service, on-site efficiency, and its ability to accommodate client requests, even on short notice. Because the Grasshopper Environmental fleet covers a large area, it needed a quality voice communications solution that had a wide coverage area.

Ryan Noble, asset and driver manager, Grasshopper Environmental, said, “Grasshopper Environmental offers timely support and services to customers, so it’s essential to keep in touch with the fleet at all times regardless of whether a driver is within range of mobile service. Quality voice communication is an important element communication between drivers, client and the Grasshopper Environmental base.”



“THE ONE-ON-ONE COMMUNICATION FUNCTIONALITY HAS BEEN USED FREQUENTLY, WHICH IS MORE EFFICIENT BECAUSE IT MEANS THE WHOLE FLEET DOESN’T NEED TO LISTEN TO COMMUNICATIONS THAT AREN’T RELEVANT TO THEM.”

Ryan Noble, asset and driver manager,
Grasshopper Environmental

SOLUTION: PUSH-TO-TALK IN-VEHICLE MOBILE DEVICES OFFERED EASY USABILITY FOR DRIVERS AND DISPATCHERS

Grasshopper Environmental approached Vertel channel partner, Ondacomms, to develop a solution that met the service and coverage requirements. Primarily, Grasshopper Environmental required a voice radio solution and, after assessing the advantages of Push-to-Talk, it chose to implement the service across its fleet.

The Grasshopper Environmental fleet was equipped with Telo M5 in-vehicle mobile Push-to-Talk devices, which use both mobile cellular networks and Wi-Fi networks to communicate. The dispatcher also uses a mobile phone application to communicate easily with the fleet. The devices also come equipped with emergency functions.

BENEFITS: VERTEL PUSH-TO-TALK DEVICES CONNECTED THE FLEET WITH INSTANT AND CLEAR COMMUNICATION REGARDLESS OF LOCATION

The previous two-way radio system had limited coverage and messages were often unclear due to static across the airwaves. However, using the Push-to-Talk devices, Grasshopper Environmental has had clearer communication between drivers and dispatchers while on the road, and drivers can be reached regardless of their location.

The Push-to-Talk devices also provide one-on-one communication functionality so dispatchers can relay more sensitive information or details that the whole fleet doesn’t need to hear. The emergency capability provides reassurance for drivers, particularly when working night shifts.

Ryan Noble said, “The Push-to-Talk devices clearly relay messages between drivers and dispatchers. Dispatchers can quickly and easily advise job specifications, updates and changes, and can reach all drivers regardless of their location. Likewise, drivers can contact dispatch instantly to ask questions or provide updates. The one-on-one communication functionality has been used frequently, which is more efficient because it means the whole fleet doesn’t need to listen to communications that aren’t relevant to them. Overall, drivers have seen improved communication quality and coverage via the Push-to-Talk system.”

ABOUT VERTEL

Vertel is a wholly-owned, Australian national telecommunications carrier with over 40 years’ experience delivering critical network infrastructure and services to enterprise, government and service provider organisations. With a broad range of fixed and mobile network and cloud services, underpinned by excellence in delivery and on-going operations, we specialise in serving customers with high availability, performance, management and security requirements for business, mission and life-critical operations. We design, build and deliver carrier-grade connectivity, management and application services for organisations throughout Australia.



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