



LEADING EUROPEAN CHEMICAL MANUFACTURER DEPLOYS MOTOROLA SOLUTIONS DIMETRA EXPRESS

TO DELIVER CLEAR, RELIABLE, SAFE VOICE COMMUNICATIONS ON THE LATEST SYSTEM, WHILST RE-USING EXISTING INFRASTRUCTURE, AT ITS ANTWERP FACILITY



INOVYN

INOVYN is one of Europe's leading chemical companies. With over 4,300 employees, INOVYN has manufacturing, sales and marketing operations in eight countries across Europe. It manufactures chemicals used in numerous, diverse sectors such as automotive, building and construction, paints and adhesives, food, healthcare and medical, personal care, pulp and paper, textiles and water treatment.

On renewing its radio communications system rental contract with Flash Private Mobile Networks (Flash PMN), INOVYN decided to equip its workers with the latest MTP8500Ex TETRA ATEX Portable Radios and to upgrade to the latest technology offered by the Motorola Solutions DIMETRA Express TETRA system; the DIMETRA Express modular design allows INOVYN to use its existing base stations, reducing installation cost and complexity. The new system is being fully managed by Motorola Solutions Platinum Partner Flash PMN and is delivering crystal-clear critical voice communications. Moreover, the system is fully scalable and flexible to meet the demands of potential site expansion.

CUSTOMER PROFILE

Organisation:
INOVYN

Partner:
Flash Private Mobile Networks
(Flash PMN)

Industry:
Chemical Manufacturing

Location:
Europe

Motorola Solutions Products:

- DIMETRA Express TETRA System
- 68 x MTP8500Ex TETRA ATEX Portable Radios
- 5 x MTM800 TETRA Mobile Radios
- Various accessories including leather carry cases

Applications:

- Individual and group voice communications
- 9 regular call groups, with 5 call groups set up for external project teams

"We have been working in very close collaboration with Flash Private Mobile Networks for over 10 years now. They are a reliable, long-term partner who understands our needs and provides the solutions and services we need to ensure critical communications at our plants. We leave everything connected to the radio networks to them, so we can concentrate on our core business of manufacturing chemicals. And, Flash PMN recommends Motorola Solutions TETRA digital radio systems and subscribers. We have just installed the latest DIMETRA Express system and TETRA ATEX radios. The Motorola equipment is always robust, reliable and user-friendly: just what we need for our business."

Patrick Ackein, IT Project Manager, INOVYN



CHALLENGE

INOVYN has a 5-year rolling rental agreement with Flash PMN. It wanted to replace its MTP850Ex TETRA ATEX Portable Radios with the latest MTP8500Ex models, to benefit from the advanced ergonomics and the innovative features such as the top display, T-bar shaped grip and colour display of these latest models. At the same time, it decided to upgrade from its existing Motorola Solutions DIMETRA IP Compact TETRA IP system to a DIMETRA Express TETRA system, to benefit from the latest switch technology, whilst being able to maintain its original TETRA mobile radios and base stations. INOVYN prefers TETRA to other systems because of the call priority functionality. Key drivers in the decision to upgrade to DIMETRA Express included having the latest technology and the option for functionality such as Man Down automatic emergency alerting to enhance user safety, as well as the ease of installation and the flexibility for future scalability.

SOLUTION

INOVYN was the first company to deploy a Motorola Solutions DIMETRA Express TETRA system in Benelux. The new system has been deployed at its chlorine gas production site in Antwerp; installation and set up was swift and it was operational within 15 minutes. Workers easily adapted to the new radios, as usage was similar to the previous Motorola Solutions TETRA radios; they particularly appreciate the secondary display on the top of the radio, which includes features such as a clock that enables quick, hands-free time checks. Users wear the radios on their belts for hands-free operation and all the radios are ATEX certified, specially designed for users like the INOVYN teams who work in areas with potentially explosive chemical vapours or gases. INOVYN has retained its old MTM800 Mobile Radios in its plant control room and in its internal firefighter office for emergency calling and dispatch in case of emergencies and failures or to coordinate evacuations; the internal firefighters also use the integrated PTT button, so they can still communicate whilst wearing a gas mask.

Flash PMN provides a fully managed solution for INOVYN with a locally based team of dedicated engineers and account managers for INOVYN; they programmed the system and remotely monitor and manage the system 24/7, offering remote or on-site support. If a power outage should occur, the system is linked to an emergency power supply battery, which can provide power for 24 hours; and in case of broken or damaged radios, INOVYN can immediately replace the unit from its radio pool. Flash PMN has developed a bespoke web portal for INOVYN, so it has the option to log and manage returns and repairs online, as well as by phone. As part of its rental contract, Flash PMN also replaces all batteries after 30 months of operation. Flash PMN is now providing Motorola Solutions radio communications systems at other INOVYN sites in Europe.

BENEFIT

The rugged MTP8500Ex radios deliver powerful reliable audio, extended battery life, advanced ergonomics and increased usability, ensuring INOVYN's teams can work safely in the potentially explosive environment at its Antwerp facility; and, although subscribers currently only use the system for individual or group voice communications, INOVYN can start using the extra functionality such as text messaging, VoIP and Man Down in the future. INOVYN also appreciates the capability to set up separate external project call groups on the system, to minimise impact on daily operations.

The DIMETRA Express system, the first of its kind in Benelux, was very quick and easy to implement and maintain and delivers always available critical communications for INOVYN. Features of the TETRA system allow call prioritising and individual or group calls. The network is designed to operate continuously and user feedback has been excellent. Moreover, DIMETRA Express, being a modular system, has allowed INOVYN to re-use its existing base stations, which has reduced installation cost and complexity and, should operations at Antwerp be extended, INOVYN knows it can easily expand its DIMETRA Express system in the future.

Benefits:

- Fully integrated system in a one-box or modular system which allows the re-use of existing hardware, DIMETRA Express has a small physical footprint, quick, intuitive set-up and low total cost of ownership
- Despite its small size, DIMETRA Express features full TETRA capability, with clear, robust and reliable voice communications (and INOVYN can use the text messaging and VoIP functionality if needed in the future, as well as functionality such as Man Down to improve user safety)
- It is a future-proof system – the simple software upgrades and a flexible, scalable architecture ensure it is a viable solution for INOVYN in case of site expansion
- DIMETRA Express offers easy system management using web-based applications, including a system health monitor, radio control manager and simple dispatch tool