



HILTON HAULAGE, CANTERBURY, NEW ZEALAND



THE CLIENT

Hilton Haulage is one of New Zealand's leading suppliers of transport and storage facilities, based in the wider Canterbury region and servicing areas across NZ. With over 450 staff and more than 200 vehicles in their fleet, communication on the road is essential for organizing day-to-day business and ensuring staff health and safety.

SITUATION

Hilton Haulage's workforce is largely mobile across a large geographic area including remote rural locations. The company uses a transport job management solution to keep track of required tasks and has visibility of truck location through an existing GPS solution.

Their existing communication system was an open channel, wide area analog linked radio network. Whilst the existing solution was reliable and served the needs of their initial business, the cost to extend this network to cover Hilton Haulage's ever-growing service area was prohibitive.


As Hilton Haulage was only able to leverage this analog radio network in certain areas of the country, this resulted in their long-distance drivers having much less contact with dispatch and losing overall situational awareness. This impacted logistics coordination and was a potential driver safety risk.

The use of handheld mobile phones while driving is illegal in New Zealand, but the use of a two-way radio microphone is permitted as they are inherently easy to operate and therefore less distracting to drivers.


RESPONSE

Hilton Haulage worked with local Tait dealer Ashley Communications to identify a suitable solution for their communication challenges. Several options were explored, but Tait Unified Vehicle stood out as the clear winner.

A good portion of Hilton's existing radios were Tait TM9300 series already, which allowed Tait Unified Vehicle to be retrofitted to these same units. The Unified approach allowed Hilton Haulage to work on analog simplex channels in their yards



CANTERBURY NEW ZEALAND



TRANSPORT

EXPERTISE

SOLUTION OVERVIEW

- ▶ Tait Unified Vehicle, partly retrofitted to existing Tait TM9300 Mobile Radios
- ▶ Tait TM9300 Mobile Radios
- ▶ Tait PTTtoX Service
- ▶ Tait EnableFleet Management Software
- ▶ OTAP capability



to interface with legacy and customer equipment and offered them the ability to utilize the Tait PTTToX solution for the wider area communications.

This provided near-nationwide coverage via an existing mobile phone network. The user experience is much the same as the old system with push to talk operation and open channel “all informed” communications.

Although Tait Unified Vehicle can communicate over multiple bearers including LMR, Hilton Haulage opted for cellular-only coverage to reduce network operational costs, as initial testing proved that the cellular coverage alone was sufficient for their required coverage area. This coverage area was greatly enhanced by the strategic use of suitable external antennas.

OUTCOMES

Hilton Haulage was able to leverage their existing investment in Tait radios by adding Tait Unified Vehicle with PTTToX functionality. Their drivers needed very little training on the new system as they use the radios in a similar way. The audio is crystal clear and having near-nationwide coverage much better suits their operational requirements than small localized repeaters.

Because Tait Unified Vehicle utilizes the in-vehicle radio and an external high gain cellular antenna, the coverage area is far greater than just using a cellphone for communication. Hilton Haulage has found this service works in areas where their cellphones do not.

A bonus value-added feature is the ability to program the radio terminals over the air. All the radios are loaded into a Tait EnableFleet radio management system, which allows Ashley Communications to add talkgroups, conventional channels, and change truck ID numbers without having to even leave the office. Previously a technician would have to visit each radio to program it, but with Tait OTAP a truck at the opposite end of the country from the technician can now be updated as required.

Regular communication with drivers in more locations on an all informed basis brings health and safety benefits, as well as increasing overall efficiencies for the business.

BUSINESS BENEFITS

- ▶ Existing investment in Tait radios was leveraged by adding Tait Unified Vehicle with PTTToX functionality
- ▶ Near-nationwide coverage
- ▶ Similar UI and radio operation meant minimal training was required
- ▶ Tait EnableFleet software remotely manages Hilton Haulage's radio fleet
- ▶ OTAP functionality for over-the-air-programming
- ▶ Drivers are connected in more locations, increasing efficiency and improving health and safety

As our business expanded, we needed greater coverage for our communications. With Tait Unified Vehicle, we can now use the cellular network for clear communications through an open channel that covers most of New Zealand.

Scott Paton, Fleet Maintenance Manager, Hilton Haulage LP