



# SMITH READY MIX

**STRENGTHENS CONCRETE MANUFACTURING AND DELIVERY WITH MOTOROLA SOLUTIONS**

**WAVE™ TWO-WAY RADIO TLK 100**





## CUSTOMER PROFILE



**SMITH READY MIX**  
NORTHWEST, INDIANA

### INDUSTRY

Concrete Supply & Delivery

### SOLUTIONS

- WAVE™ Two-Way Radio TLK 100
- WAVE™ Push-to-Talk Mobile Application

### FEATURES AND BENEFITS

- Nationwide\* cellular network allows instant communication in hard-to-reach areas.
- Crystal-clear audio with rugged durability allows employees to communicate in manufacturing plants, construction sites, and wherever their day takes them.
- One unified system allows workers to communicate in a way that works best for them.

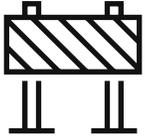
*\*Coverage will vary. See user guide for details*

Smith Ready Mix, Inc. opened their first concrete manufacturing plant in 1949, in the Northwest Indiana town of Valparaiso. Over the years, the company steadily expanded their operations. Today they produce and supply concrete for the tri-state area of Northwest Indiana, Southwest Michigan, and the south suburbs of Chicago.

Smith Ready Mix has ten concrete plants equipped to supply construction jobs of all types throughout the year. Residential, commercial, and industrial construction each have distinct requirements necessitating precision timing for concrete application. To facilitate the constant flow of orders and materials, Smith Ready Mix employs 75 trucks and drivers along with over 20 managers. The managers at each plant must be able to maintain constant communication with the concrete trucks. In turn, drivers require instant communication with workers on the construction sites.

After years of trying various technologies, such as smartphones, Smith Ready Mix sought a new communications solution that would consolidate their needs into one ultra-reliable and rugged system.





## THE CHALLENGE

### UNRELIABLE COVERAGE SLOWED DOWN OPERATIONS

Delivering ready-mix cement is a time sensitive operation. Fresh concrete has a short pot life. This creates urgency every moment that trucks are on the road travelling to their destination. When out on delivery, Smith Ready Mix truck drivers may be many miles from the dispatcher or construction site. So, serving customers located across three different states requires careful coordination. Reliable communication depends on a reliable communications network. In the past, when the trucks were far from the central dispatch office, the wireless communications technology wouldn't always work when it was needed. When the signal failed, critical time was lost.

***"We had problems in fringe areas, metal buildings, and isolated areas. We could be in a building in one town needing to talk to a colleague in another town; we struggled with reception," said Doug Smith, Smith Ready Mix President.***

### DEMANDING WORK ENVIRONMENTS MADE COMMUNICATION DIFFICULT

Smith Ready Mix required a communications solution rugged enough for construction sites, in their concrete plants, and on the road. In those conditions, background noise is a constant distraction and any electronics must be built to withstand extreme temperatures and shifting weather conditions, along with constant dirt, dust, and mud. In addition, communication devices are often dropped and banged. After years of trying different solutions, Smith Ready Mix required new communications equipment that could better withstand these harsh conditions.

***"We moved to cellular," said Smith. "Then we tried three different Push-to-Talk (PTT) platforms over cellular and nothing was an ideal solution for our work environment."***

### MANAGERS AND FRONT-LINE WORKERS HAD DIFFERING COMMUNICATION NEEDS BUT STILL REQUIRED INSTANT COMMUNICATION

At Smith Ready Mix, employees work in vastly different environments with unique communication requirements. Front-line workers travel between the company's concrete plants and construction sites. They needed a rugged, reliable device that would minimize distractions when on the road and on the job-site.

Managers located at the central dispatch office needed a single device with the range of a smartphone and the instant, reliable communication capabilities of a two-way radio. Both managers and front-line workers needed to communicate during all hours of the day, wherever the job took them.

Finding a single communications solution that could meet everyone's needs proved to be an ongoing challenge.



## THE SOLUTION



*“Mike Wierzba of Chicago Communication called me at just the right time. We had been trying a cellular push-to-talk device that just wasn’t working for us. It was difficult to operate and didn’t provide reliable coverage or performance. When we tried the Motorola TLK 100 radios, they sounded loud and clear and worked everywhere. We were impressed with the solution and service provided by Chicago Communications,” said Smith.*

Smith Ready Mix selected the WAVE Two-Way Radio TLK 100 system with the instant communication, location tracking, and clear, reliable connectivity capabilities needed to keep up with the demands of their fast-paced daily operations and dispersed workforce.

The WAVE PTT platform provides Smith Ready Mix with the ability to bring all of their devices together under a unified system. With the WAVE platform, managers are able to use smartphones to communicate with front-line workers who use two-way radios in the field. With a Motorola provided cellular network, all employees have crystal clear, reliable communications, regardless of location.

*“The Motorola Solutions WAVE Two-Way Radio TLK 100 has removed the need to constantly discuss communication challenges at our management meetings,” said Smith. “It’s stable and it just works. It means we can focus our resources and energy on other more relevant issues to our business.”*

*“This has been an ongoing issue for years and a constant problem,” continued Smith. “We’ve tried multiple platforms, different features, and various vendors. Now we’re at a point where we’ve found a solution we can stay with.”*



# THE BENEFITS

## RELIABLE RECEPTION WITH NATIONWIDE COVERAGE

The WAVE Two-Way Radio TLK 100 is built on an innovative, LTE broadband platform. Now, Smith Ready Mix employees enjoy the instantaneous communications capabilities of PTT with the flexibility and strong signal strength of LTE. With improved signal strength, everyone at Smith Ready Mix, from managers to front-line workers, can reliably communicate, whether they're in the office, in the depths of a factory, at a job site, or in fringe rural areas.

*"This is significantly better than anything we have," said Smith. "We try a lot of new technology. It's pretty rare that we come across something all of our employees are pleased with."*

## TWO-WAY RADIOS BUILT FOR DEMANDING JOBS

The WAVE Two-Way Radio TLK 100 offers crystal clear audio quality, even in the loudest environments. This means that Smith Ready Mix workers can give and hear important instructions no matter what's happening around them. Even at noisy plants and construction sites, the background does not interrupt communications.

In addition, the radio's rugged construction means it can go anywhere, no matter the conditions, without worrying about damaging sensitive smart phones. Plus, the TLK 100's small footprint means it can be used in the tight cabs of delivery trucks without requiring the special bulky mounts some other solutions require.

*"We found value in the audio quality and the device is so solid and rugged," said Smith. "When employees got their hand on it, there was an overwhelmingly positive response. The universal comment was that the audio quality is amazing and so much better than what they're used to. The audio is better, louder, and clearer."*

*"The size of these radios is small enough that instead of mounting them in trucks, we could assign them each to a driver and say, 'Keep it in your pocket, we don't need to talk to you on the road, if we need to talk to you, we'll send you an alert,'" continued Smith. "It's safer and eliminates the need to provide a mount in cabs where space is limited—and mounts break."*

## INSTANT CONNECTIVITY. TOTAL CHOICE.

With the WAVE Two-Way Radio and WAVE Push-to-Talk Mobile Application, both front-line workers and managers now have a device tailored to their communications needs. Drivers receive a highly-capable, rugged two-way radio that minimizes



distractions on the road and at job-sites. Managers are free to use their smartphones, without the need to carry an additional device. Both can instantly communicate with the power of PTT. Plus, the WAVE two-way radio system can be deployed right out of the box and is easily scaled to meet the changing demands of businesses operating in today's complex economy.

*"Our drivers are using TLKs, while most managers are using the WAVE app on smartphones," said Smith. "It was a quick and straightforward process to set up. We had it set up and ready to go in an hour or two—not difficult at all. Now, everyone can speak with each other no matter which device they're using."*

*"The WAVE Two-Way Radio TLK 100 has been universally well received," said Smith. "The value is simple: it just works everywhere for us, whenever we need it."*

To learn more about the Motorola Solutions WAVE Two-Way Radio TLK 100 or WAVE Push-to-talk mobile applications, please visit: [shop.motorolasolutions.com](https://shop.motorolasolutions.com)



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