

Uniden[®]
cellular | by **Siyata Mobile**



Case Study:

Uniden UV350

In-Vehicle device

ROAD CONSTRUCTION

The Company A leader in transportation infrastructure

A large Canadian road paving heavy construction company knows the importance of having effective communication with its field workers. In the past decade, this company acquired several other Canadian heavy construction companies. With these acquisitions, they inherited a wide variety of communications solutions with limited regional coverage areas, and regrettably these solutions were not able to communicate together effectively.



The Problem Streamlining communications across a large fleet of vehicles

Recently, the company made the decision to standardize these communications systems, so the staff began to research what options were available. After many conversations with communications industry experts, they selected a wireless carrier partner, and a Push-to-Talk application that runs on a Smartphone on a Cellular network. This is called 'Push-to-Talk over Cellular', and it allows the company to speak with multiple drivers and field workers all at once with a simple press of a button.

For the devices themselves, the company required rugged handheld devices for key field workers. But they also needed to be able to communicate effectively with the drivers of its fleet of approximately 500 large construction vehicles, so they devoted special attention to this. Hearing about the **Uniden UV350**, a new In-Vehicle communications device that is specifically designed for commercial fleet vehicles, they wondered if this might be a good fit for their company.

// With a patchwork of different communications systems it limited our team's ability to communicate, so we needed to find a better solution. Push-to-Talk over Cellular made the most sense for us due to our requirement to communicate with our drivers and field workers in different regions and provinces, and because Push-to-Talk over Cellular works throughout the country wherever there is cellular coverage."

The Solution An all-in-one device that comes through loud and clear

After a few conversations and meetings with the team from Uniden Cellular, a plan was made to install four **Uniden UV350** devices into two trucks in two regional branches in Ontario as a trial. The Uniden Cellular team coordinated with the company, and over two days they professionally installed the devices in these trucks and downloaded the selected Push-to-Talk over Cellular application so that they could begin to trial the devices. For Push-to-Talk calls, Uniden Cellular also installed a Wired Palm Mic which the drivers were accustomed to using with their previous communications solutions, to make this an easier experience for the drivers.

The trial turned out to be very successful. The audio quality of the **Uniden UV350** for phone calls and for Push-to-Talk calls was loud and clear which was important for the company's truck drivers who are often on the road and on job sites with lots of background noise. The company had trialed other telecom systems previously, but they couldn't find an all-in-one solution that provided sufficiently loud and clear audio in their trucks. They also found that cellular coverage was strong due to the **Uniden UV350's** external antenna, so they were able to communicate effectively throughout their service area, and they could communicate across the province and even across the country.

The company also appreciated that the **Uniden UV350** device is an Android smartphone, so that in the future if they decide to deploy a new fleet application in their trucks, this device can download and run this application, ensuring that the **Uniden UV350** device can grow with the company as they grow in their communications capabilities.

In October 2019, the company deployed **Uniden UV350** devices in its trucks in Ontario. Not only did they download the Push-to-Talk over Cellular app, but they also added a Mobile Device Management (MDM) app which gave them full control over what apps are visible and usable by their drivers on the devices, and it allows their I.T. staff at their headquarters to easily send out any app updates to their fleet of devices over-the-air all at once, rather than manually updating each device one at a time. When questions came up through the Ontario deployment process, the Uniden Cellular team was available on-site or remotely to work together to resolve any issues, ensuring that the company's solution meets its needs. In future, they will look to deploy the **Uniden UV350** in more of its trucks in other provinces.

“ The Uniden Cellular team has been great to work with, and we are pleased that the Uniden UV350 device is performing well for us. Our confidence level in the whole solution is now high that we can communicate effectively with our truck drivers wherever they are, and with our field workers at our job sites.”



For more information on the **Uniden UV350 In-Vehicle device**, please visit: [1-800-215-7015](tel:1-800-215-7015) [siyatamobile.com](https://www.siyatamobile.com)

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