

MOTOTRBO  
**ION**



**ALWAYS** **ION**

**SEE THE NEXT GENERATION OF RADIO IN ACTION**







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# DATA AND COMMUNICATION CHALLENGES

Data continues to proliferate throughout the business world. In fact, data has become the “fourth utility”, considered to be as vital as power, water and heating/cooling<sup>1</sup>. It’s no longer a nice-to-have, but a must have business-critical asset.

As the use of data continues to rise, so do the number of devices used throughout your facility. In addition a diverse range of devices – including smartphones, radios, scanners and tablets – organisations are increasingly incorporating smart devices and Internet of Things (IoT) sensors into their day-to-day operations.

This growing device diversity is a challenge for organisations looking to streamline communications throughout their facilities. In addition, the increase in devices impacts the ability for employees to communicate with each other by providing too many communication options – a critical problem for all commercial industries.

<sup>1</sup> <https://www.cbrsalliance.org/why-ongo/>

ACCORDING TO THE MOTOROLA SOLUTIONS' COMMERCIAL MARKET COMMUNICATIONS SURVEY, DEVICE PROLIFERATION IS A GROWING PAIN POINT ACROSS COMMERCIAL INDUSTRIES.

## MORE THAN 90% OF WORKERS

say they currently use more than one device to communicate while on the job.

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Workers ranked the ability to **COMMUNICATE WITH COLLEAGUES ON ANY DEVICE AND TO REACH WORKERS AT ANY LOCATION**

among the top three most important factors in a communication system.





# INTRODUCING MOTOTRBO ION

Today's businesses run on voice and data. But if your facilities' diverse range of devices can access only one, you're not running at your best. The MOTOTRBO™ Ion smart radio is our first business-ready communication device with always-on voice and broadband data capabilities. It brings together renowned PTT performance, an open app ecosystem on the Android platform, and access to our unified technology ecosystem – from video security and analytics solutions, to best-in-class network security, to powerful new software and technology services like smart virtual assistants.

With MOTOTRBO Ion, teams stay connected across networks and devices. Business-critical data and workflows are unified and simplified, and the capabilities that your workforce needs to be at their best are always on.



# MANUFACTURING

Safety, efficiency and uptime all depend on fast, accurate decision-making and communications. In manufacturing facilities, workers face a number of unique challenges that impact the ability to communicate clearly and effectively. These include coverage throughout widespread and diverse facilities, audio quality in loud environments, long shifts, the need for device durability and reliability in multiple challenging environments.

But above all, manufacturing organisations are challenged by the ability to connect workers and teams across increasingly diverse devices.

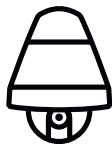
MOTOTRBO Ion alleviates the challenges of device proliferation, keeping your team connected across networks and devices.

## MANUFACTURING USE CASES



### WORK TICKETING

A vital piece of equipment goes down on the assembly line. Using their MOTOTRBO Ion, the worker is able to create a work ticket for the broken equipment, capture and attach a photo to the ticket, and radio out to the line manager to make them aware of the issue.



### VIDEO SECURITY INTEGRATION

While on the factory floor, the security supervisor receives a mobile alert on their MOTOTRBO Ion about suspicious activity in the loading dock located on the other side of the campus. With Ion, the supervisor is able to pull up a video security feed of that area directly from the factory floor, and instantly dispatch one of his team members by push-to-talk.



### INVENTORY BARCODE SCANNING

The production line is running low on a specific paint color needed for an upcoming production run. With the integrated scanning functionality, team members are able to use their MOTOTRBO Ion to scan the barcode of the paint and initiate a work order to secure the additional inventory required.



### CONNECTED VIRTUAL WORK GROUPS

Suddenly the quality of the goods produced by the production line drops. A line worker creates a work ticket from their MOTOTRBO Ion. This action triggers a group chat with the correct subject matter experts, who can now triage the incident virtually in real time, with the ability to share images and stream video right from the production line.





# TRANSPORTATION AND LOGISTICS

The transportation industry is under an increasing amount of pressure to meet demand in shortened timeframes. Keeping up with these demands requires constant co-ordination and communication but transportation and logistics organisations face a number of unique challenges that impact their ability to communicate. Coverage must reach diverse facilities and widespread service areas. Devices must be durable and long-lasting across a variety of potentially challenging environments including trucking and rail. Continual device updates must be pushed to devices that may not be close to someone who can update them.

But above all, transportation and logistics organisations are challenged by the ability to connect workers and teams across increasingly diverse devices – including two-way radios, smartphones, landline phones and internet/IP voice.

## TRANSPORTATION AND LOGISTICS USE CASES



### INTEGRATED VIDEO SECURITY

A truck is preparing to depart a distribution center and contacts dispatch for confirmation. The shipping team recognises that there is inventory missing from the load and notifies the operations team. Using a video surveillance app, the team conducts an activity search through the last two hours to find out where the missing inventory is and locate the pallet. The operations team locates the pallet, reads the inventory data with a scanner, and loads the pallet onto the truck. Dispatch radios the driver with clearance to leave with the complete inventory.



### STREAMLINED FLEET TRACKING

By equipping a fleet's drivers with MOTOTRBO Ion devices, fleet supervisors and dispatchers can monitor their truck locations via a dashboard, track mileage and other metrics, or send instructions to the driver. The driver is able to communicate using both voice and data over LTE nationwide – and on a device designed to be tough enough for the road.



### BAGGAGE SCANNING

While using their MOTOTRBO Ion to scan bags under the wing, an airport crew member receives a voice call to inform the team that a few more bags will be coming and need to be loaded into the cargo. Where this on-tarmac process previously required several devices to complete, crew members can now simultaneously scan bags, communicate and radio with one device.



### DISPATCHING SERVICE PERSONNEL

A gate service personnel tasked with assisting customers to and from the gate by wheelchair or motorised carts gets a notification on their MOTOTRBO Ion that they are assigned a new job. Unfortunately, they are currently assisting another customer. With Ion, they are able to ask for re-assignment via the ticketing system, or place a voice call to the supervisor in order to request assistance.





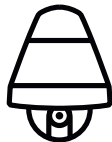
# STADIUMS AND THEME PARKS

Creating a safe, enjoyable experience for guests and fans is the ultimate goal of stadiums and theme parks, but ensuring this memorable experience can be difficult. Some locations cover massive areas and these facilities all see numerous visitors come through their gates on a daily basis. Communication is one of the most critical aspects to keeping operations at both stadiums and theme parks operating smoothly and ensuring a satisfactory guest experience.

Communication throughout stadiums and theme parks present a unique challenge. Coverage must reach across diverse facilities that include underground locker rooms and areas that can be as widespread as a small town. At all times, these different functions and operational areas are often relying on a diverse set of devices to manage their day-to-day tasks, making it difficult to seamlessly connect staff.

MOTOTRBO Ion alleviates the challenges presented by these diverse devices, keeping your team connected.

## STADIUM AND THEME PARK USE CASES



### VIDEO SECURITY INTEGRATION

The security supervisor receives a mobile notification on their MOTOTRBO Ion about an incident at the far end of the car park. A nearby team member is dispatched while the supervisor is able to view the camera feed on his Ion device and monitor as the incident is de-escalated.



### TICKET SCANNING

A guest relations manager notices the lines beginning to back up around a section of the entrance. With Ion, they are able to jump in to help scan tickets for guests upon entry, speeding up the process for guests.



### CONNECTED INTELLIGENCE

After a personal item has been left behind by a fan, an operations manager pulls up a video feed and is able to identify the individual who left it. Using appearance search to work through recorded and live video, the manager is able to determine their location. The individual's image and seat location is shared with security personnel and the item is returned to the fan.



### WORK TICKETING

A number of the big-screen TV's around the stadium have been reported to be flickering on and off. Using Ion, the supervisor is able to stream a video of the malfunctioning TV's and add the footage to a work ticket that is shared with the gameday production staff in order to quickly resolve the issue.



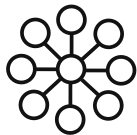


# HOSPITALITY

Within hospitality, ensuring a positive customer experience and overall satisfaction is key. Making sure things run smoothly and seamlessly requires your team to be in constant communication. Worryingly, four out of five hospitality workers report using more than one device to communicate with other employees on the job – impacting their ability to share information in a timely and effective manner.

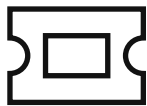
MOTOTRBO Ion alleviates the challenges presented by users on multiple devices, allowing your team to stay connected regardless of network or device.

## HOSPITALITY USE CASES



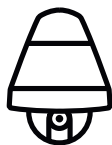
### INTEGRATION WITH IoT

An error occurs on a connected thermostat in a guest's room, sending an alert to the facilities supervisor. The supervisor opens a work ticket and radios out to dispatch a maintenance team member. Within a few minutes, the supervisor receives an alert that the ticket has been resolved, all before the guest returns to their room.



### WORK TICKETING

A waiter notices a water pipe leaking and radios out to maintenance. The waiter is also able to send an image of the issue directly to the maintenance supervisor. Armed with this critical information and a better understanding of the issue before getting on-site, the supervisor is able to dispatch someone from his team with the right parts and skills to quickly fix the issue.



### VIDEO SECURITY INTEGRATION

Video cameras capture a trespasser in an area of the resort where guests are not permitted. Self-learning video analytics automatically flags the violation and the region of interest and alerts security staff. A security team member radios out to dispatch the nearest security personnel to the region of interest, along with an image of the trespasser to the entire security, events, and guest services team.



### INTELLIGENCE AT A GLANCE

A resort shuttle driver is able to use a single device to communicate with hotel staff from anywhere. In addition, the front desk is able to track the shuttle's location via a dashboard or other MOTOTRBO Ion device. This eliminates distractions for the driver and gives the team at the hotel more information at a glance.



# ALWAYS N

Communications and coordination are critical functions throughout commercial industries. It's important that you and your team can seamlessly and efficiently share information at a moments notice. With MOTOTRBO Ion, your team can overcome the challenges of device diversity and communicate across platforms and devices – keeping you connected at all times.



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For more information, please visit  
[motorolasolutions.com/ion](https://motorolasolutions.com/ion)

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