

“Zeon Digital’s GPS system ensures the runs we design for trucks result in using fuel economically.”

Interview with KS Environmental’s operations manager, Andrew Weaver



It’s a quantum leap in benefits moving from analogue to digital communications.

For boutique waste management company, KS Environmental, effective communications is an essential part of ensuring business remains progressive, profitable and growth-oriented.

“It is a big step to go to a new and different communications network,” says Andrew Weaver, operations manager at KS Environmental when discussing the installation of Motorola’s Zeon Digital two-way radio network.

“But the benefits have been fantastic,” he says.

“There really is no comparison to the old system. But it was still a gamble. People tend not to like change and want to stay with what they know,” he says.

KS Environmental’s old analogue system, while it served them well for more than 25 years, was rapidly becoming out of date. With 18,000 pickups a week there is no room for inefficiencies.

This Australian-owned company based in Dingley, Victoria, has large contracts for both commercial and council waste management, along with the collection and disposal of liquid waste and sweeping roads. Its size enables it to specialise in designing products specifically for customer needs. Major sporting events, city councils and commercial businesses form the core of KS Environmental’s customers.

The Zeon Digital system which services its fleet of vehicles is a combination of mobile and portable radios divided into four different talk groups. Liquid waste talks to liquid waste, sweeping to sweeping, and so on, which avoids unnecessary cross-communication amongst departments.

“The time came for us to make a business decision to invest in a communications system that would assist in running the business more effectively and efficiently. Having GPS incorporated into the Zeon Digital two-way radios has really changed the way we do business. With plasmas installed around the office linked to the online GPS system, we can see exactly where the trucks are, what the timelines are and which customers want pickups and when. With everything documented on screen, it’s very easy for customer service to answer customer questions.

“With landfills becoming more scarce, our vehicles have to travel a long way to dispose of waste. Zeon Digital’s GPS system also helps to ensure the runs we design for the trucks result in using fuel economically.

Why two-way radio?

“With 18,000 pickups a week there is no room for inefficiencies. Clear and clean communications helps everyone.”

Why Zeon Digital?

“Zeon Digital was by far the best solution as it was digital immediately and Motorola designed a package which was purpose-built to suit our needs.”



KS Environmental use Zeon Digital radios across greater metropolitan Melbourne.





Zeon Digital's online GPS system lets the KS team see exactly where the trucks are.

"We went to market wanting at least three suppliers to submit proposals for the business. Motorola's Zeon Digital system was by far the best solution, as it was digital immediately and Motorola designed a package which was purpose-built to suit our needs.

"It was important for us to choose a company with an excellent reputation in its particular field, which Motorola has. That and the secure nature of the digital network combined to make Motorola a front runner," he says.

Andrew has nothing but praise for the way the Zeon Digital system was installed.

"We were concerned that the installation in 60 vehicles would be somewhat piecemeal. It wasn't. It was so well managed and professionally done that it didn't negatively impact the business in any way. We ran the two systems concurrently but the new system was able to takeover in a very short period.

"Planning the network, installation and training were all smooth sailing. This being the 'unseen' side of the whole communications infrastructure, we were concerned that this could be disruptive. Motorola's management was second to none. We were particularly impressed by the way the installers kept us informed on a daily basis about what they were doing and the stages involved.

"This had the effect of making both management and the users very comfortable with the decision to invest in a new system. The fact that it was pretty much seamless made for very relaxed employees and reduced tension."

Andrew explains the communication benefits experienced as a result of installing Zeon Digital have improved teamwork and saved on labour costs.

"Initially we were a little concerned that the truck drivers would feel they were being overly monitored but in fact, they can see how the system has benefited them. All the pickups are more evenly apportioned and pickups can be done in eight hours with other trucks helping out with back up if necessary. Overtime has been reduced and it's obvious that clear and clean communications helps everyone," says Andrew.