

## Tonkin & Taylor – Critical Communications During Cyclone Winston, Fiji 2016

### *Background*

Pivotel, inReach and it-iQ have been absolutely invaluable to our business. In February 2016 Tropical Cyclone Winston smashed Fiji. Tropical Cyclone Winston was to date the most severe storm (Category 5) to be recorded striking the Fiji Islands.

Our company decided to send as a response, some of our most experienced engineers to assist wherever they were needed. We often work in Fiji and the wider Pacific and felt compelled to send help.

### *What did using Pivotel services mean for us?*

Health & safety legislation requires us to take all practicable steps to ensure our staff are kept safe. Our first response to Fiji tested our capabilities. We managed the risks and our legislative compliance by maintaining regular, direct contact with our staff on the ground.

Whilst we strive to be the best at what we do and felt we could do better. Our existing provider for M2M products, it-iQ, stepped up to the mark and within the day had arranged both Pivotel satellite phone communication capabilities and inReach Satellite SMS navigation/tracking solutions at a very affordable price.

We now have a reliable solution for sending our staff into remote and potentially dangerous locations.

### *The benefits.*

We can now have remote staff checking in with us all over the world!

We have the ability to log into an easy to use web portal and see where our staff are, communicate with them via satellite SMS messaging (using the inReach Explorer) as well as call them directly where appropriate (using Pivotel's Iridium Extreme).

Our staff in the field get the added benefit of not needing to take a separate GPS navigator. The inReach Explorer comes complete with a built in navigation aid where we can (and have) sent specific waypoints to our staff from the other side of the world. Productivity and safety +++.

This solution does not just stop with buying a piece of gear and the software that comes with it. We can also leverage our inhouse development services (or another development company if we did not have the resources to hand) to integrate our staff positions and information they send back into our existing business systems via a simple API. With such a responsive supplier, backed with an adaptable dealer where both were willing to go the extra mile, we could not ask for better service.

### *The costs*

Simply put ..... affordable!

Satellite solutions used to be expensive, not anymore with the help of Pivotel and it-iQ. Satellite calling is cheaper than our cell phones running on mobile roaming plans. The same goes for the SMS satellite messaging. We were guided to select appropriate plans to made it very cost effective.

We now have an affordable solution for any of our teams working in remote areas and can rest assured that we have taken every practicable step to keep them in touch with us and other teams.

**Mike Lee | Solutions Architect**

**Tonkin + Taylor - Exceptional thinking together**

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