



Case Study

The RNLI: the charity that saves lives at sea.

The RNLI was founded as the Royal National Institution for the Preservation of Lives and Property from Shipwreck in 1824. Thirty years later in 1854, we changed our name to the Royal National Lifeboat Institution - the RNLI - as we are known today.

Keeping a modern fleet of lifeboats ever ready to go to the rescue from over 238 lifeboat stations is a serious logistical undertaking. Add to that crew training, running a lifeguard service on more than 248 popular beaches and organising campaigns for water safety, and it all starts to add up.

Our relationship with the team at the RNLI began when they were looking for a local supplier, who could react to their growing operational requirements. We had several conversations with management team to try and get a real understanding of the problems and pain points they had.

This raised several concerns “the implementation of a new software system”; “having to spend time configuring scanners”; “Scanners not working in areas of warehouse”; but the most immediate was “getting the right scanning equipment to work with the new system, and all areas of the warehouse with the future in mind”.

The next part of the process was dedicated site visit, to assess all the uses and working areas that the potential new equipment would need operate in. It was at this point that we suggested the type of equipment for their environment and offered the option of loan equipment to ensure a perfect fit solution. We also got the customers programme and wireless setting pre-installed for loan units to work straight out of the box on arrival at the warehouse. After the success of the loan period, we were able to agree an implementation strategy for the new equipment, accessories, and maintenance plan.

As part of our assessment, it also came to light that another wireless company suggested replacing the complete wireless infrastructure due to problems they were having at an exorbitant price. We carried out a wireless health check of the entire warehouse site, to give them a second opinion. We identified several areas that were causing problems with dead spots, were terminals would not work and poor signal strength in others. We recommended moving all the Access point's onto to the same VLAN as this was causing a major roaming/network issue and adding two additional access points to fix coverage issues. These actions rectified the issues without having to replace the whole wireless infrastructure.

We worked with them on developing a review structure, that enables communication between both companies to ensure that current and future requirements were dealt with in a timely manner.

Our ongoing relationship with the RNLI as seen significant changes to their site and equipment. We have always been available to give Technical Support, whether it's at the end of the phone or going to site to resolve any issues.

Can we
help you,
call 01202
620955