

QualiChem, Inc: **Case Study**



QualiChem, Inc.

Icom IP Radio Suite for
Multi-Building Communications



A case study prepared by Icom America Inc.
Manufacturers of high-performance,
award-winning radios for over 60 years.

QualiChem, Inc.

Icom IP Radio Suite for Multi-Building Communications



Featured Products:

- IP100H
- IP1000C
- BC202



*Star City Communications
is an Authorized Icom Dealer
serving Virginia's central region.*

Communication between multiple buildings or sites, while expected, can sometimes be difficult to achieve for a business. A water treatment and chemical company in Virginia, QualiChem, Inc., was experiencing poor coverage with their previous conventional radio system. Barriers, coverage, and range are all factors that can influence the quality of the communication solution.

QualiChem, Inc. has an operation that spans between two different locations. Around 70 employees work in one of four different areas: research lab, quality control lab, manufacturing plant or warehouse. Communication between the four departments and two buildings is necessary for an efficient operation.

Searching for a New Solution

Established in 1989, QualiChem, Inc. develops and manufactures water treatment chemicals and metal working solutions. These two divisions can have workers spread throughout two facilities, and they must be able to communicate with each other. The company's previous communication tools comprised of a conventional radio system.

Due to their facility layout, QualiChem, Inc. was experiencing poor coverage in areas, especially indoors. This caused a lack of quality communication between employees, as they often had to repeat themselves due to dropped calls or poor transmission. These frustrations led QualiChem, Inc. to start searching for a solution to resolve their coverage issue.

“Very user-friendly interface and easy to add new radios. There is basically zero maintenance required to keep the system up and running after a radio is programmed to the controller. I feel that our radio traffic has increased due to the quality of the radios.”

– Brandon Woolwine, IT Support



“I also enjoy the battery life that these radios have. I can go the full week Monday through Friday 8-5 and not have to charge the radios until over the weekend as long the radio is turned off at the end of the day.”

– Brandon Woolwine,
IT Support

Integrating IP Radios into a Wireless Network

A local dealer, Star City Communications, introduced QualiChem, Inc. to the Icom IP Radio Suite. After a trial period, QualiChem, Inc. knew it was the solution for them. The Icom IP Radio Suite is a wireless network radio system that offers scalable, license-free communication that uses standardized wireless network products. This system allows for greater flexibility and quality in multi-building operations. Star City Communications was able to install the Icom system in conjunction with the current IP network used at QualiChem, Inc.. The programming and setup process was incredibly simple.

Icom Improving the Daily Operations

Since the installation of the Icom IP radio system, daily operations at QualiChem, Inc. have become more seamless. These radios not only have superior sound quality, but have also given the company the ability to communicate clearly between facilities. Poor coverage areas and inaudible messages are no more. Everyone at QualiChem, Inc. is now on the same channel and can communicate between all departments, regardless of which building they are located.

The Icom IP Radio Suite also played a role in the opening of the new QualiChem, Inc. plant. When it was time to move materials, workers were able to easily communicate with each other, resulting in a more efficient work day.

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