

**“As Zeon Digital provides us with a secure and instant, person to person link, we’ve found that our mobile phone usage has gone down by 80%.”**



**The Client**  
Harry the Hirer

**Using Zeon Digital radios in...?**  
Greater Metropolitan Melbourne and Greater Metropolitan Sydney...and the Brisbane CBD since the first sites were installed in May 07.

**Why two-way radio?**  
“It is very much the customer service angle. The instant communications available via radios between staff allows us to service customers better.”

**Why Zeon Digital?**  
“It was very important for us to invest in the latest technology and provide staff with the latest and best equipment.”

**The Story**  
Harry the Hirer is one of Australia’s largest event and exhibition companies providing products and services stretching from on-site exhibition design and styling, audio and lighting installation, to tableware and marquee hire.

After more than 25 years in the business Harry the Hirer has built and set up major events for large corporate companies across the country, as well as organising smaller events for weddings and private parties.

As an industry that depends on time-critical delivery Harry the Hirer understands the importance of up-to-the minute communications to maintain its high level of customer service.

Harry the Hirer purchased 50 Motorola Zeon Digital radios over a year ago, “We had previously been using the Motorola analogue service and realised it was time for an upgrade. It was very important to us to invest in the latest technology and provide our staff with the latest and best equipment” said Phil Cartledge, factory manager for Harry the Hirer’s busy lighting and audio section.

Harry the Hirer has a long term relationship with Motorola and based on recommendation, trialled Zeon Digital. “Zeon Digital provides us with a robust radio at a good price and is good value for money” Cartledge said. “We provide a radio to each member of our staff, there is one on every manager’s desk and not a crew goes on the road that doesn’t have a Zeon Digital radio”.

Harry the Hirer has its main office in Melbourne and branch offices in Sydney and Brisbane. “Our operational teams and crew use the Zeon Digital radios all along the eastern seaboard, providing us with latest delivery up-dates, arrival times or any unexpected delays. We have teams working all hours, 7 days a week and as Zeon Digital provides us with a secure and instant, person to person link, we’ve also found that our mobile phone usage has gone down by 80%” Cartledge commented.

Harry the Hirer is more than happy with Zeon Digital and has already purchased 60 additional radios for next year.

“It is very much the customer service angle. The instant communications available via the radios between staff allows us to service customers better.” Cartledge said.

