



KIRK Cordless Delivers Technology Advantage & Increased Productivity to Star Track Express

Background

Star Track Express offers freight and tracking solutions nationally as well as internationally. In 25 years Star Track Express has grown to 68 branches, depots and agents nationally, with over 1,000 vehicles on the road and over 1,150 employees. Being used to working with cutting edge technologies, they expect the same kind of high performance and reliability when it comes to telecommunications.

Express used to have mobile phones to provide coverage, however the communication costs were significant.

A cordless solution

The KIRK DECT 1500 system was installed in 2000. Since then, customer service levels have improved and the overall communication costs have been dramatically reduced. Using the 25 cordless KIRK DECT handsets on the premises, all internal calls are free and are mainly used by the supervisors and system managers.

As it is often noisy in the warehouse, the in-built vibrator in the handset is perfect - and in the large working area it is very handy having a phone available at all times. As the business is very much about being "right on time" the KIRK DECT 1500 system fits the company perfectly and is now an essential part of the working day.

The System

The KIRK DECT 1500 system handles up to 128 cordless handsets and coverage is made using base stations. As the system handles up to 32 base stations, a large area can be covered.

The handsets are available in various designs, and apart from handling text messaging they include features such as built-in vibrator, connection for headset, telephone book with room for 80 numbers and names, 10/90 hour speech/stand-by time and key lock.

The response challenge

The company uses one of the most sophisticated freight management systems in the world. Star Track Express works with the future in mind and a strong commitment to customer service.

In their Victorian Operation, which employs 450 people, the company required mobile communication around their warehouse. Star Track

Star Track Express

Location
Melbourne, Victoria

Staff
450

System
KIRK DECT 1500 system
- 25 x KIRK cordless handsets
- 6 x radio base stations