

# Hytera's PoC Solution Gives Thai Beverage Vending Machine Company a Smarter Edge in the Market



## Introduction

Tao Bin has installed smart beverage vending machines all over Thailand, but found it hard to coordinate service, maintenance and repair work. It needed a communications solution to keep in touch with its after-service team in the field and track their whereabouts in real time. Hytera supplied its HyTalk PoC solution, SmartOne Dispatch and PNC460 terminals. Nationwide coverage is provided by public cellular networks. Staff can communicate via voice, video and text, while GPS enables real time tracking. The solution is helping Tao Bin maintain its leading position in a competitive market.

## The Background

Tao Bin is a Thai high-tech company specializing in fully automated smart coffee vending machines. Its self-developed, one square metre machines are deployed nationwide, operating 24/7 to serve urban professionals with up to 180 different beverages, including premium coffee. Tao Bin's machines are strategically located in upscale office buildings, hospitals, shopping malls, and public spaces across major cities.

### Project Name

Tao Bin After-Service Team  
PoC Radio Project

### Client Name

Tao Bin

### Project Start/End Dates

April 2024

### Industry

Commercial  
(Technical Support)

### Products/Solutions

- PNC460 Handheld PoC Smart Radio
- HyTalk PoC Platform (Subscription-based)
- Smart Dispatcher + MRPS + MDM

## The Challenge

However, this expansive vending machine network posed challenges for the company's after-sales service team. To maintain its service leader position in the market, Tao Bin needed an efficient, real-time communications solution as a matter of critical priority. This would enable its nearly 100-member team to better deliver rapid technical support for the thousands of vending machines located all over Thailand.

The lack of comprehensive radio coverage complicated after-sales staff dispatching, as well as highlighting the need for visual dispatching tools. The vending machines can suffer diverse equipment failures and technicians require real-time visual guidance from backend experts to resolve complex, varied machine malfunctions.

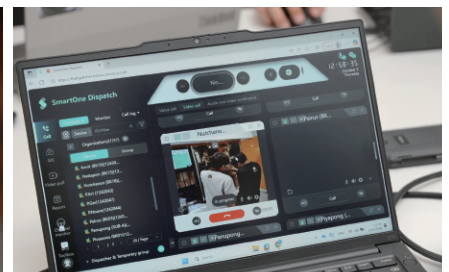
The company also wanted to be able to track staff attendance at vending machine sites. A platform-based communications solution was needed to support synchronization of GPS locations in real time for accurate attendance monitoring of field personnel.

Finally, the chosen communications solution also needed to be able to prevent workplace misconduct, so it had to be able to implement measures to prevent field staff from misusing work phones (e.g., gaming, video streaming) during working hours.

## The Solution

To address all these challenges, Hytera designed a comprehensive solution for Tao Bin by leveraging its HyTalk Push-to-Talk over Cellular (PoC) software management platform with SmartOne dispatch system. Hytera also provided its multimedia recording and playback system (MRPS) and smart mobile device management (MDM) application, which enables network managers to remotely configure and manage radios in both wireless or wired modes.

In addition, Hytera supplied PNC460 rugged handheld PoC smart devices. No new infrastructure is required as the PoC solution operates over existing public mobile phone networks or local Wi-Fi networks. It supports push-to-talk group and individual voice calls and texts, video calling, live video streaming, web-based dispatching, voice and video recording.



## Benefits

### Nationwide Coverage

The Hytera PoC solution enables Tao Bin staff to communicate with colleagues at

## Products

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all times over Thailand's public mobile phone network or local Wi-Fi system, thereby improving team coordination. The HyTalk PoC platform also provides a highly efficient and cost-effective communications solution.

### SmartOne Dispatch Platform

The SmartOne dispatch system provides a map-based visual dispatching interface, which shows managers and dispatchers where the workforce is in real time. This makes it much easier to dispatch the nearest or best-qualified resources to attend to any particular task. The platform also supports geo-fencing and task assignment tools to enhance management efficiency.

### MRPS (Multimedia Recording & Playback System)

All communications (voice, video, images, text, GPS) between field technicians and dispatchers are logged and archived, enabling post-incident case review, service optimization and training opportunities.

### MDM (Mobile Device Management) Platform

The MDM enforces application whitelisting/blacklisting to restrict non-work apps (such as games and social media) on devices during shifts. It implements time-based access policies (work vs. personal hours) and remotely manages SIM data usage controls and hotspot permissions.

### Rugged, Versatile Device

The PNC460 PoC terminal is a 4G Android-based terminal. It is a rugged and robust device, as it meets MIL-STD-810G 13-item certification for resistance to drops (up to 1.5m), shocks and vibration. It is also IP68 certified for dust and water resistance. This makes it a highly durable and reliable field device.

### Security Protocols

Control room staff can remotely track lost or stolen devices via the terminal's in-built GPS technology. Staff can also remotely wipe and operate kill switch functionality on the devices for data protection in the event of a device being lost or stolen.

## Conclusion

After implementing the PNC460 devices and HyTalk platform solutions, Tai Bin's after-sales service team has significantly enhanced service quality and customer satisfaction, enabling the company to secure a larger market share in Thailand's competitive commercial landscape. The deployment is a good example of how commercial companies can enhance performance through reliable communications solutions.



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