



## Icom Australia: Providing Reliable Communications to Secret Kitchen Restaurant

Located in the heart of Melbourne's CBD, the Secret Kitchen Restaurant approached an Icom dealer to supply a solution to meet the intense demands faced on a daily basis in the restaurant. The objective was to achieve instant, reliable and seamless communication and ensure that it was virtually invisible to customers in their multi-level complex. Icom Australia's solution, was the revolutionary IP100H advanced radio system which met and exceeded all of Secret Kitchen's business requirements.



**Company:** Secret Kitchen, located in Melbourne's CBD

**Country:** Australia

**Industry:** Hospitality

**Business Situation:** The Restaurant was experiencing insufficient coverage over their multi-level complex with their existing UHF LMR radio system.

**Solution:** Radio Warehouse worked with Icom Australia to install Icom's IP100H radio system in order to provide a solution to overcome the issues the restaurant was experiencing in the CBD.

**Features & Benefits:**

- Improved Coverage
- Flexible to suit the environment
- Private Network - no licensing fee
- Simplex and Full Duplex Modes

### BUSINESS REQUIREMENTS

The Restaurant required a communication solution that would overcome the existing coverage issues they faced with their current radios due to multiple challenges ranging from the building structure to radio interference from the external environment.

The restaurant needed a solution that would overcome issues with license based traditional UHF LMR communication systems that require frequency allocations between 450-470MHz - which are hard to obtain in Melbourne's built up and congested CBD location.

The building structure was also a major obstacle as it was blocking the transmission of radio signals inside the complex.



Image: Melbourne's CBD



## APPLYING THE RIGHT SOLUTION

Icom Australia and Radio Warehouse worked with Secret Kitchen to assess their business needs and the solution was Icom's IP100H System. The restaurant was very interested in the IP100H radio for several reasons. Not only did the IP100H provide the seamless communication that they had requested but it was also stylish, compact, flexible and well suited to their fast paced restaurant environment.

Initially the system was built to stand alone from their existing wireless network which allowed Icom to program the radios and IP controller in house. The system was then supplied to Secret Kitchen who after trials decided to integrate the system onto their existing wireless network.

With successful implementation and a high level of performance in their multi-level complex the system was proven to resolve the communication issues previously experienced.

**"The IP100H system was the ideal solution for Secret Kitchen as it provided the restaurant with both security, audio quality and coverage in areas that were previously black spots."**

**Anson Cheung**  
Technical Executive, China Bar Group

The IP100H is a license free system that does not require a channel (no radio frequencies needed). By implementing wireless LAN capabilities they were able to gain a secure and private communication channel as well as increasing coverage by simply adding additional access points to the areas where no radio coverage was previously available.

## WHAT THE CLIENT GAINED

By implementing Icom's IP100H communication system the restaurant was able to satisfy their requirement for improved efficiency between the kitchen and floor staff which resulted in a higher standard of customer service. The new system also ensured that communication was reliable, immediate and clear throughout the complex.

### Features & Benefits of the IP100H include:

- **Improved Coverage:** Via the use of wireless LAN, the restaurant now has clear and concise communication in areas that they previously didn't.
- **Flexibility & Adaptability:** The IP100H is a license free system that does not require a channel and coverage can be increased by simply adding additional access points.
- **Inexpensive Deployment:** As the IP100H utilizes existing wireless LAN access points, there was no need for excessive amounts of new equipment or the trade costs of installing wires throughout the building.
- **Simplex and Full Duplex Modes:** The IP100H can be used either as a traditional radio with PTT (push-to-talk) or when paired with headphones act as a full duplex handsfree system.

