PageOne Case Study

Biocow - a bio-ethical power generation company

Biocow was looking for a communication and monitoring solution that would meet the needs of its lone workers, whose rural workplace meant they were struggling to stay in touch.

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Biocow

Biocow generates clean and efficient power from the process of anaerobic digestion (AD). It has created an environmentally and economically sustainable model that is efficient and reduces many of the risks associated with adopting anaerobic digestion.

Cattle waste, maize and sugar beet can be generated into energy and Biocow believes this will play a large part in the UK's future decarbonisation and energy generation strategy. It has four sites, all based in rural locations in the East of England.

Challenge

The AD plants managed by Biocow tend to be situated in remote locations and often call for the use of lone workers. The AD plants do not operate 24/7 but use an automated supervisory control and data acquisition (SCADA) system to send out alerts to on-call workers via SMS, in the form of alpha-numeric messages.

When Biocow was asked to adopt and manage the Holton AD Plant in Halesworth, Suffolk, it discovered that the site's location meant there was poor mobile signal. This made it a struggle to contact and monitor staff there using the usual SCADA system. Biocow needed to find a way of reliably being able to contact the group of on-call staff at the site and to be able to monitor these staff, who were lone workers.

Solution

Chris Waters, Director of Biocow, approached PageOne to trial its Trio Lone Worker device for a week. The technology combines real-time monitoring and alerting with a resilient location service.

Following a successful trial, Chris placed an order with PageOne for Trio devices and an associated Connect web-based messaging portal, from where outbound messages could be sent and incoming responses or alerts could be monitored.

Previously, the three Biocow sites had independent SCADA systems. In the event of an alarm, for example, the SCADA system would send out pre-defined SMS messages to up to four mobile numbers. However, the Connect portal enabled the site contacts to be added to a site-specific SmartGroup. This meant that each of the three SCADA sites were allocated a unique two-way number for the SCADA system to send SMS and a unique SmartGroup number for message forwarding.

This set up ensures that on-call engineers are always contactable in the event of an incident. Should they then require assistance, they can be sure other staff will receive the SOS alert.

Benefits

Chris was impressed with the functionality of Connect and its capability to do more than he initially planned. For example, the text-to-speech functionality which he uses to remind staff to undertake meter reads.

"The resilience of the service is another benefit as the Trios are equipped with multi-network SIM cards and high-capacity batteries," says Chris. Biocow has now ordered an additional Trio to use at another site and extended its contract with PageOne.

Chris says: *"The paging system surpassed my expectations and has now become a key component in our alert response and lone working strategies. Over the past two years we have received excellent service from PageOne, and I am pleased to be rolling the system out to yet another site."*

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