weavix®
Home of the **Walt Smart Radio System**



Industry: Food Manufacturing

Novus Foods Breaks the Language Barrier with Walt Smart Radio System®



"I totally recommend these devices. They're very useful. No complaints."

Raul Guevara,
Safety Coordinator, Novus Foods

Business Challenge

Novus Foods' Delphos, Ohio facility produces gelatin and refrigerated food products across a multi-building complex with 31 shipping doors and operations spanning production, maintenance, sanitation, and outdoor yard logistics. With noise levels exceeding 89 decibels on the production floor and a workforce split between English and Spanish speakers, keeping teams connected was a constant challenge.

Key Challenges

- **Language Barriers:** A large Spanish-speaking workforce and English-speaking maintenance team had no reliable way to communicate in real time. When a translation was needed, someone had to physically locate a bilingual colleague, pull them off their task, and walk them to where the conversation needed to happen — burning time on both ends.
- **Limited Two-Way Radios:** The facility relied on Kenwood radios and fixed wall-mounted intercoms positioned near loud machinery. There was no message history, no way to send photos or video, and no translation capability of any kind.
- **Maintenance Dispatching Delays:** Production workers had no reliable way to describe specific machine failures when calling for maintenance. Without visual context, technicians often arrived without a clear picture of what they were walking into.
- **Siloed Teams:** Maintenance, production, sanitation, and forklift drivers each operated in relative isolation. Cross-team coordination required physically tracking people down across a large, noisy facility.

Why They Chose Walt Smart Radio System

Raul Guevara partnered with the weavix team to assess the facility's communication needs and build a structured rollout plan. The case for Walt was clear.

Decision Factors

- **Real-time Translation:** Voice messages automatically translated between English and Spanish, eliminating the need for a human interpreter on the floor
- **Photo and Video Sharing:** Maintenance teams could receive visual documentation of machine issues before ever leaving their station
- **Rugged and Compliant:** Walt performs in wet, cold environments and meets the GMP requirements of a food manufacturing facility
- **Mobile App Access:** Maintenance, production, sanitation, and forklift drivers each operated in relative isolation. Cross-team coordination required physically tracking people down across a large, noisy facility.
- **Unlimited Channels:** No FCC licensing requirements, no manual channel programming across devices
- **Mass Alert Capability:** Instant facility-wide notifications to leaders who then cascade to their teams

The Solution

Raul drove adoption team by team, starting with the highest-friction communication bottleneck: forklift drivers and production. From there, maintenance came on board, followed by sanitation, and most recently, second shift.

The rollout was hands-on by design. Raul personally trained each team, reinforced correct usage on the floor, and used the weavix analytics dashboard to track engagement and identify gaps. When second shift wasn't communicating consistently, he came in, aligned the teams, and got them on board within a week.

Key Features Implemented

- Translation-enabled messaging across English and Spanish-speaking teams
- Photo and video sharing for maintenance work order documentation
- Department-specific channels for production, maintenance, sanitation, and forklift operations
- Mass alert broadcasts for weather events and facility-wide notifications
- Mobile app access for supervisors and workers without dedicated devices
- Favorites to streamline channel navigation for high-frequency communication



The Results

Weekly message volume climbed to nearly 300 — triple the original adoption goal — after Raul extended Walt to second shift. The weavix dashboard made that progress visible in real time, giving the team a clear picture of engagement across the facility.

Result	Detail
3x message volume	Surpassed weekly communication goal after second shift onboarding
Reduced translation delays	Estimated 20% improvement in lost time attributed to faster cross-language communication
Faster maintenance response	Photo documentation of machine failures sent directly to technicians before dispatch
Mass alerts deployed	Weather and emergency notifications reaching all leaders instantly
Remote monitoring	Supervisors tracking facility activity via mobile app from off-site

Spotlight: More Than a Radio

Something unexpected happened at Novus Foods. A Spanish-speaking worker began setting his Walt to English to build his language skills. Meanwhile, a maintenance technician learning Spanish started practicing with bilingual coworkers. Nobody designed it. It just happened—showing what's possible when language barriers disappear.

Key Use Cases

Mass Alerts

Facility-wide notifications for weather, safety events, and operational updates reach the entire leadership layer instantly and cascade from there.

Shift Coverage

Workers without dedicated Walt devices access the platform via smartphone, ensuring no team is left out of the communication loop.

Remote Supervisory Access

Raul monitors facility communication activity via the Walt mobile app from off-site, keeping visibility into operations even when he's not on the floor.

Cross-Language Team Coordination

Forklift drivers and production teams coordinate order closures, material requests, and personnel movement in real time — in whichever language they speak.

Maintenance Dispatching

Production workers send photos of the exact machine part or failure point directly to maintenance, eliminating the guesswork that previously slowed response times.

What's Next

Novus Foods plans to expand Walt to yard operations, trailer communication, and a second building. An ROI analysis comparing Walt with its previous radio infrastructure will help build the case for full-facility deployment.

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Contact the weavix team today to learn how Walt can enhance your operations.

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