

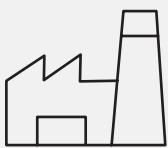
## ARCELOR MITTAL

---

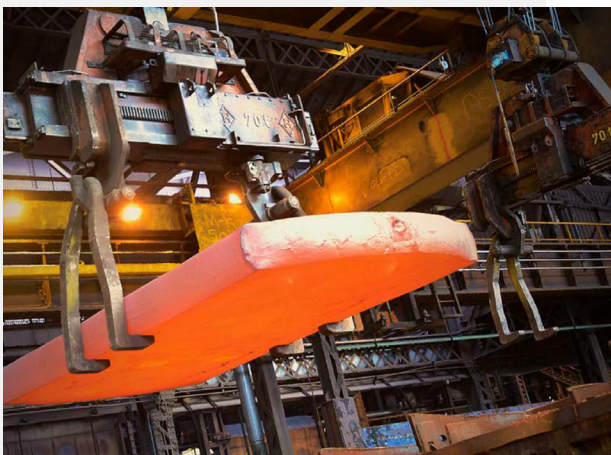
Industeel, a subsidiary of the ArcelorMittal group, specialises in the production of hot-rolled and forged steel sheets, ingots and moulded parts, offering the largest range of sizes in the world.

With its carbon steels, low-alloy stainless steels and nickel-based alloys, Industeel offers a full range of high-quality steels designed to meet even the most stringent customer specifications.

<https://industeel.arcelormittal.com/>



INDUSTRY



**"THANKS TO CROSSCALL PRODUCTS, I NO LONGER HAVE TO CHANGE PHONES EVERY MONTH"**

**6**

PRODUCTION SITES

## THE CHALLENGE

---

**How is the pool of mobile terminals used in your company?**

We have equipped two sites: a steelworks and sheet metal works. We have 100 Crosscall products across 350 lines, feature phones only (for the time being at least!).

**You're an IT project manager, what is your role?**

As a network, telephone and IT network technician, one of my missions is to manage the entire mobile pool, including budget, equipment, user profile, and so on.

**How did you come across Crosscall?**

I found out about Crosscall through our operators, four years ago now. Your products were referenced with them. I was looking for robust and resistant devices, so they presented your phones to us.

**And why do you need a resistant product?**

When you melt metal, you generate a lot of dust. This dust is very fine and enters through the "headset" jack on the phone and in the space of a few days completely clogs the membrane, which can no longer vibrate and therefore emit sound. To cope with this very difficult environment and this specific problem we opted for the **SHARK-X3**, **SPIDER-X4** and **SPIDER-X5**. They are also resistant to all liquids, which is a huge plus since there's also a lot of oil and grease on the sites.



**SHARK-X3**

“Your products are excellent value for money”



**SPIDER-X4**



**SPIDER-X5**

## THE CROSSCALL SOLUTION

### What convinced you?

Initially, the resistance to dust, but also the fact they are sealed against water and greasy fluids, which feature heavily in our workshops.

We were also glad to be working with a French brand, this is always a plus and is important to us. And when you look in closer detail, your products are excellent value for money, too.

### So, who has been equipped with Crosscall solutions?

We have equipped people working in the maintenance department, who work closest to the machines. Their job is to intervene in the event of a breakdown and they must be able to be contacted very quickly.

We also have people from customer services, and inspectors who come to inspect the steel plates and machines.

And finally, the managers who manage the teams and must be instantly reachable.

### What are the advantages of a Crosscall phone in an industrial environment?

We avoid having to change employees' phones every month! Until now, we were using telephones that were supposedly dust-proof, but I kept being told: "I can't hear anything on my phone anymore". And when I took them apart, I could see that dust had got in and was preventing the membrane from vibrating.

Equipping ourselves with Crosscall devices means we are replacing our phones less frequently, and the daily management of our pool of mobile phones is far easier. From the feedback I have received from employees with the phones, I can confirm that Crosscall products are reliable.

### What about the negatives?

Honestly? None. Employees wanted a phone that was reliable and easy to use. They just wanted a phone that works and this is the case with you.

### Did you know that the SHARK-X3 is also a floating device?

Yes, it's true. For our part, we mainly use it for its resistance and its watertight seal. From an aesthetic point of view, the design of this product is very appealing. It is a real plus to be able to offer a product that meets expectations and that also stands out. Being able to give our employees a phone that is aesthetically pleasing is great.

### Do you or your department have any major projects in the pipeline?

We have two big projects coming up. The first is lone worker monitoring (LWM). This is a very sensitive subject on our site. We are studying all the different possibilities, and that of embedding a dedicated app on our Crosscall smartphones is a great alternative.

The second project is to equip some of our employees with smartphones. This type of phone would be more suited to their current use. These people are currently equipped with non-resistant phones, yet they are mobile and work close to machines.

I have to say, the presentation I was given of the Crosscall smartphones and the accessory ecosystem really won me over.

### Would you recommend this solution?

Yes, without hesitation. It's worth pointing out that I have practically not changed Crosscall phones throughout the various deployments. This is despite the teams using them very intensively. In fact, the phones are in operation 24 hours a day, 7 days a week. For some, the phones are constantly being passed on staff and have to be reachable at all times. A breakdown would be a real problem...

Testimony of Jérôme Devers,  
Process IT and Telephony Technician | ArcelorMittal - Industeel Creusot