

Toyota Material Handling boosts indoor 5G reliability for manufacturing workers

Customer:
Toyota Material Handling

Industry:
Manufacturer

Use case:
Neutral host

Ericsson's neutral host delivers enhanced plant floor coverage with scalable, low footprint 5G infrastructure

Challenges

Toyota Material Handling faced a common yet critical connectivity issue at its forklift production facility in Columbus, Indiana: unreliable cellular coverage across the factory floor. For employees, this created daily communication gaps—and potential safety risks. In an emergency, making a call or sending an alert can't be guaranteed. Traditional DAS solutions were evaluated, but proved too complex, costly, and difficult to scale. The company needed a simpler, high-performance solution to extend public cellular coverage seamlessly across its operations.

Solution

Toyota Material Handling deployed Ericsson's Enterprise 5G Coverage, powered by the Radio Dot System, across its forklift manufacturing facility. This small cell neutral host architecture delivers public 5G coverage for all major U.S. network operators through a single, scalable infrastructure. Compared to traditional Distributed Antenna Systems (DAS), it requires significantly less hardware, cabling, and power — making it easier to install, manage, and expand as operational needs evolve.

Benefits

Implementing Ericsson's neutral host solution has significantly improved cellular coverage throughout Toyota Material Handling's manufacturing facility, giving employees confidence in their ability to call, text, and use mobile apps reliably while on the job. The company addressed its coverage challenge with a modern, scalable approach that delivers stronger performance and is far more cost-effective than traditional DAS. Additionally, Ericsson Enterprise 5G Coverage eliminates the issue of connection handoffs between radios — a common problem with legacy in-building wireless systems.

Employees now enjoy the seamless connectivity they expect, with greater peace of mind and a future-ready infrastructure that supports Toyota's long-term operational growth.



The Ericsson Radio Dot System has up to **80% less footprint** than a traditional DAS solution for cellular.