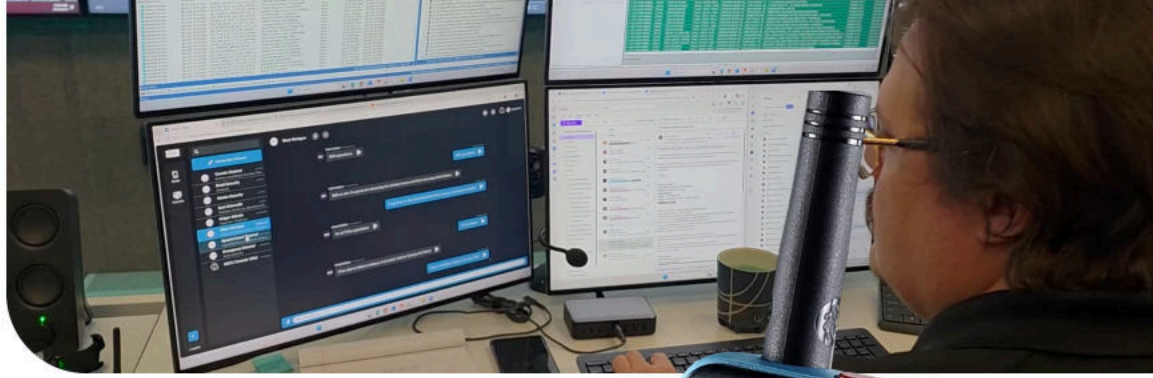




Manufacturing (High-End Furniture)

MillerKnoll: Security Across Borders, In Real Time

MillerKnoll designs some of the most recognized office and home furniture in the world, formed when Herman Miller acquired Knoll and combined two of the industry's most influential design houses. The company's global security operations are directed out of a Global Security Operations Center (GSOC) in Zeeland, Michigan, which oversees contract security guards across sites in the United States, Canada, and Mexico, with a new site in Brazil coming online. When Herman Miller became MillerKnoll, that security footprint went from a regional operation to a global one almost overnight.



“Design for the Good of Humankind drives our commitment to safety, sustainability, and environmental responsibility, aiming to design the world’s best products in the most sustainable and safe way by focusing on continuous improvement and the well-being of people and communities.”

— MillerKnoll, Environmental, Health, and Safety Policy

The same mission that shapes MillerKnoll's furniture shapes how it protects the people inside its buildings. That commitment now spans a security operation across three countries, coordinated from one office in Zeeland.

“We tried two different radios. Neither one worked once we crossed the border. We put weavix in the car, drove across, and it worked.”

— Ronald Gromak, Global Security Operations Manager, MillerKnoll

The Business Challenge

When MillerKnoll's security team took on a global footprint, they inherited contract guards in Toronto, East Greenville (Pennsylvania), Atlanta, and multiple sites in Mexico, with no way to reach any of them from the GSOC in Zeeland. Guards in East Greenville sat in a shack with no communication tool at all. In Toronto, the moment a guard crossed into Canada, the radio signal died completely. The team tested two established radio brands before finding one that worked.

- **Overnight global scope:** Security oversight expanded from West Michigan properties to an international footprint with no new infrastructure in place to support it.
- **No cross-border coverage:** Communication dropped entirely once a guard crossed into Canada or worked a site in Mexico.
- **Guards isolated on-site:** Contract guards in remote locations like East Greenville had no way to reach the GSOC in real time.
- **Two failed radio trials:** Motorola and Hytera radios were each tested by driving across the US/Canada border. Both failed the same test.



Why They Chose Walt Smart Radios

A staff member who had used weavix at a previous company (Panasonic) suggested it after two other vendors failed. weavix arranged a short trial, and the team ran the same border test that had failed twice before.

- **Proven in the field before purchase :** Tested by driving a trial radio across the same border that broke two other systems.
- **Not geography-restricted:** Unlike licensed radio systems tied to a coverage area, Walt worked across county and state lines, and across the border.
- **Fixed, predictable cost:** Added as a single line item to the annual budget instead of an open-ended expense.
- **Real-time translation:** Closed the language gap between the Zeeland GSOC and the Spanish-speaking security team in Mexico.

The Solution

MillerKnoll deployed 25 Walt radios across its contract security force, connecting Toronto, East Greenville, five sites in Mexico, and a new site opening in Brazil back to the Zeeland GSOC. The rollout also standardized how the GSOC tracks and communicates with every guard, not just the ones closest to headquarters.

- **Cross-border coverage:** For contract guards in Toronto and multiple Mexico sites, all reporting into the Zeeland GSOC.
- **Real-time Spanish-English translation:** Used daily for GSOC communication with the Mexico security team.
- **Breadcrumb location tracking:** To confirm guard position and activity in the field.
- **Geofencing:** Across West Michigan campus buildings (Zeeland, Holland, Spring Lake, Muskegon, and Adams) to track patrol movement building to building.
- **Hourly radio checks:** Established as standard policy across the entire contract guard force.
- **Photo and video messaging:** Used to send maintenance and facility issues straight to the people who can act on them.

The Results



Operational Improvements

~\$10,000 a month in overtime eliminated: MillerKnoll previously paid one guard to patrol and log building checks while a second guard stayed in the booth. One guard with a radio now covers both.

40,000+ transmissions per month system-wide:
(From prior deployment data.) Usage far exceeds what the previous radio system saw.

Expansion into Brazil:
Underway, extending GSOC coverage to a fourth country.



Operational Improvements

Real-time translation closed a language gap the team didn't know how much they relied on:
A brief system outage made clear how essential the feature had become.

Breadcrumb tracking resolved a real dispute:
Over whether a guard was on-site, confirming his location and that he was actively doing rounds.

Hourly accountability checks now standard: Across every contract guard, closing a gap that didn't exist before.

Two Radios Failed. Then They Drove One Across the Border.

When MillerKnoll's guards crossed from Michigan into Toronto, their radios went dead. Motorola said theirs would work. **It didn't.** Hytera said theirs would work. **It didn't either.**

Both times, MillerKnoll put the radio in a car and drove it across the border to find out, and both times, the signal failed the moment they crossed. A staff member who'd used weavix at a previous job suggested giving it a shot. Budget was tight, so weavix agreed to a short trial. The team ran the same test a third time: radio in the car, across the border. *This time it worked.* That drive turned a trial into a purchase of 25 radios covering Toronto, Pennsylvania, and Mexico.

KEY USE CASES



Cross-Border Contract Security Coordination

Guards in Toronto now reach the Zeeland GSOC directly, closing a gap that previously didn't exist once they crossed into Canada.



Real-Time Spanish-English Translation

The GSOC and the security team in Mexico communicate without a language barrier, a feature the team says has no equivalent in the radios they tried before.



Breadcrumb Location Tracking

Used to confirm a guard's location and activity when questioned, turning a dispute into a resolved, documented fact.



Geofencing Across Campus Buildings

Tracks patrol movement between the Zeeland, Holland, Spring Lake, Muskegon, and Adams buildings.



Hourly Accountability Checks

A new standard policy where the GSOC checks in with every contract guard once an hour.

LOOKING AHEAD

MillerKnoll is expanding weavix coverage to a new security site in Brazil in the coming weeks, extending GSOC oversight to a fourth country. The team is also exploring integration between weavix and its OnGuard/Lenel access control system, so alarms and access events could notify guards directly through the platform.

Weavix Cares

After two radio systems failed, weavix proved it could deliver reliable communication across borders. Today, MillerKnoll relies on Walt to connect security teams across multiple countries—with expansion continuing.

Don't miss out, let's talk hello@weavix.com