Contact Harald

Products and Services

Intelligent location-based products
Voice-based AI services

Contact Harald at a glance

Our two key products are customisable and easy to integrate.

Ask Harry

Ask Harry is a voice-based assistant providing instant access to crucial operational information, with one call. As a voice-based intelligent agent similar to Siri or Google, Harry extends communication, and improves accessibility and inclusion.

- Access critical site updates, log reports, and send information requests with just a few words.
- Improve compliance as Harry instantly fills in hazard reports, logs calls or lodges near misses.
- Connect using a phone or radio.
- Break through language barriers - Ask Harry can find, locate or connect, in up to 30 languages.

See every opportunity

Ask Harry and Find Harry work together to give you maximum visibility in and around your operation. Tap into the power of both technologies to see every opportunity and possibility within your business.

Find Harry

Find Harry is a location-based system that helps you improve safety and efficiency. Find Harry gives you a 360 view of your operations and workforce so you can move, manage and make decisions with confidence.

- Instantly access the precise location of tools, equipment and vehicles.
- Enhance inventory visibility.
- Locate personnel in an emergency.
- Protect your people and pre-empt issues before they happen.

Ask Harry

Voice-powered AI assistant — built for industry.

Always stay connected

Ask Harry is an voice-based AI assistant that logs, saves, and shares information across teams. It's quick, easy, and accessible on-the-go, so you can keep communication flowing and productivity rolling at all times.

Using nothing but simple voice commands, entire workforces are connected and given instant access to critical business information.

'Ask Harry' to connect to a supervisor, send the latest site update or instantly fill in a hazard report - quick, easy and accessible

Inclusive, accessible communication- easier than ever

Using artificial intelligence, Harry can translate critical information into more than 30 different languages. This creates a more inclusive,accessible experience for your workforce and significantly reduces the risk of expensive misunderstandings.

Smart and robust technology

Ask Harry uses conversational artificial intelligence technology to understand your requests, no matter how you phrase them. Harry is also connected to many different data sources, including your own business systems, making sure you get relevant and up to date information instantly.

Why choose Ask Harry?

Always up-to-date

Ready and easy access to the latest on-site information can mean the difference between a task running smoothly or a mishap. Ask Harry gives you real-time data so you can move with confidence through each job and decision.

Solutions scaled to your needs

Ask Harry is built for organisations of all shapes and sizes. Since there's no heavy training or equipment involved, Ask Harry scales easily in evolving workplaces.

Minimal training or disruption

Ask Harry is a flexible solution. No hardware to set up, just instant, easy integration into your existing systems. Harry's built-in learn-as-you-go training eliminates the need for time-consuming staff onboarding.

Rapid and reliable

Harry eliminates the inherent problems found with paper-based documentation.

No more deciphering handwriting. Harry allows you to input data much faster than typing into a keyboard. Harry directly interfaces with your systems, to ensure your data is shared instantly and is significantly more accurate.

Built for real people and teams

Ask Harry filters background noise to deliver exceptional results, even in noisy environments. If English is a second language, Harry can distinguish heavy accents, providing easy and inclusive access for all.

Real-world testing has shown that our technology delivers better voice cognition precision than Google, Amazon or other players. The best bit – the more you use Ask Harry, the smarter, more intuitive it will become.

Agile industry solutions

Evolving industries call for agile solutions. Ask Harry offers industry-specific support that drives productivity and efficiencies across all areas of business. And, as a smart technology, the more you Ask Harry, the more useful it will become.

Construction

In the dynamic world of construction, Harry helps keep your teams up-to-date, connected and compliant with OH&S and operational policies. With many languages on site, Harry also bridges language communication issues.

Mining and heavy equipment

Speed up documenting critical information and reduce potential errors when using small screens or tablets. If your team still uses paper, Harry can be integrated quickly and accessed with just a phone or two-way radio call.

Manufacturing

Speeding up access to critical information, such as the whereabouts of fleet and assets, will have your personnel more productive throughout the day and improve the bottom line.

Healthcare

Keep your teams and contractors up-to-date, productive and compliant. With personnel changes, swapping in and out on rotating shifts, Harry makes communication between teams, departments and managers fast and simple.

Security

When there is a critical issue, Ask Harry for an immediate status update, no matter where you are. Harry can also forward calls immediately, making sure you get through to the right person or group immediately. Stay compliant with a documented trail of events.

Entertainment

On location, crews and conditions are constantly changing. Ask Harry to instantly connect calls to the correct on-set crew, send messages to groups or access the latest call sheets. Harry also helps avoid disasters and delays due to missed critical change.

Unify with voice

Why voice?

Using voice as an interface helps simplify technology, turning a long keyboard-based interaction into a short, human-like conversation. Passwords, complex navigation patterns and continuous clicking or tapping are turned into precise human phrases, requests and natural responses. We call this "humanising technology". Not only is voice three to five times faster at capturing long information input, but it also increases accuracy and often provides deeper context and insights. People are likelier to talk than type on a tiny keyboard or handwrite a response.

Humanising technology requires two essential design elements: exceptional technology and human design. Done well, interacting with technology can feel natural, just like having a conversation. With name-based and other personalisations, voice helps build trust and creates positive biases.

Just a call away

Our technology automatically identifies the caller when calling in to Ask Harry; all your team need is the phone number to get in. If two-way radio is your primary on-site communication tool, we can integrate it with your existing radio system, adding Harry to a spare channel.

Technology that beats the rest

We went way beyond the voice-based systems on offer from Google or Amazon. Under the hood, our technology combines our custom software with the best on-offer industry voice-based and AI services. This also gives us the flexibility to keep ahead of the curve on each voice-based layer, delivering the best technology we can provide today.

Integrating into systems

Understanding a voice-based request is the first part of the journey. Doing something meaningful with the request requires business logic and technology interfaces into various systems, including APIs in your information or management systems. We believe you shouldn't have to start again but rather have clever voice-based technology that sits over your existing systems, seamlessly integrating with your systems and data sources.

Designed for speed and natural human delivery

Perfecting voice requires the best delivery to convey the right emotion, context and phrasing. Our technology has been designed to deliver voice faster than other systems, avoiding unnatural pauses and long wait times. We've gone to extra lengths to ensure the fastest, most natural responses possible.

Designed with context and accents

We design with context. When you say "Shadow Diagram", we know this is not "shallow diagram", which other systems misinterpret. It also means if English is not your first language, we understand a variety of accents. Our approach is also designed to work in noisy environments, filtering out indoor, outdoor and industrial noises, such as machine noise and jackhammering. We can even filter out profanities, ensuring no unwanted communication is passed into the system.

Personalisation and language

Good design goes beyond context; personalisation helps understand preferences, languages and behavioural patterns. We layer in our personalisation engine helping to speed up delivery and create the best user experience. We also use AI to speak more than 30 languages, helping to provide extra context if English isn't your first language. It is the little details that matter.

Bringing it all together

Getting it right means applying all the latest AI technology to deliver exceptional accuracy and understanding. We continue to engineer the best voice-based system in the industry to perfect our humanised technology offer.

Human-like voice delivery requires context, interpretation and speed to make the technology disappear. And that's when good technology and design matter.

How Ask Harry works

Set up

Set-up and integration is made simple with the support of our expert team. Choose to integrate Ask Harry into your existing software platform or chat to our team about designing a simple integration based on your custom requirements.

1.

Choose a standard package and add-on features.

2.

Talk to our team about any requirements such as API integration into your system.

3.

Your site will receive a dedicated phone number.

4.

Your client manager will gather key information and present a standard onboarding flow for sign-off.

5.

We'll supply your team with onboarding material for your staff and contractors, including diagrams, PDFs, posters and more.

6.

Training will cover the system basics and review the staff onboarding process and onboarding material.

Getting started

Getting started with Ask Harry is easy — all you need is a phone number. Since the system is entirely cloud-based; there's no app to download, no software to install and no new systems to learn.

Call your dedicated "Harry" phone number or radio channel.

> Speak in natural English - Harry understands all tones and accents and has an extensive vocabulary library.

> Find and capture information, and begin connecting with your team.

"Harry, send me the latest site plan for 33 George St"

"Harry, file a hazard report"

"Harry, how far away is truck 32?"

"Harry, start a voice-based release form"

"Harry, send a group message to the on-site crew"

Support

Our online help, onboarding material, and clear, concise documentation will ensure you get started with ease. We also have a dedicated support team with a range of packages designed to fit your needs.

Privacy and security

Ask Harry provides privacy protection and high level security. Data is encrypted in transit, and encrypted at rest. This provides high level, end-to-end data security.

To enhance internal privacy, data is kept off your main corporate network and is controlled by your IT department. Personally identifiable information (PII) or sensitive data can be obfuscated or randomised.

Monitoring tools provide an extra layer of security and help avoid DoS attacks and other targeted hacks.

Need more detail? Talk to us

Call (02) 7208 5391 or email us at harry@contactharald.com

Find Harry

A networked location system,
for industry on the go.

A whole business approach

Find Harry is a location system that helps improve safety and efficiency.

Charged by Bluetooth and a combination of tracking technologies (RTLS, BLE5, GPS, UWB), Find Harry allows you to track businesses assets and locate personnel easily.

With real-time and last-known location data at your fingertips, you can make informed decisions, identify opportunities, and optimise your business performance at every step.

Know when, know where

Locate assets, mobile plant equipment or packages using indoor and outdoor tracking devices.

- Access accurate and clear location information in real time.
- Pinpoint the precise location of tools, equipment, and inventory.
- Locate personnel in an emergency.
- Use location to pre-empt issues - on or off site.
- Track your fleet to improve trip efficiencies and fleet utilisation.
- Find vehicles in your facility or across the country.

Safety certainty

Find Harry helps monitor personnel in high-risk environments. This provides an added layer of protection for lone workers, those working at heights or with heavy machinery.

Find Harry allows you to set up your system to receive instant alerts when a collision or fall takes place and you can use your dashboard to analyse and avoid potential risks.

Why choose Find Harry?

Rapid, flexible, scalable

From small warehouses to centralised, multi-site solutions, we can deploy our technology rapidly with minimal disruption. As your needs grow, we can quickly scale up to accommodate additional sites, an expanded fleet or a growing workforce.

Increase productivity

Find Harry gives you complete visibility of your fleet, assets and people. With real-time data you can make informed choices on-the-go. Whether it's to divert deliveries, reallocate your workforce, or speed up a service to meet deadlines, you'll be positioned to optimise productivity and reduce costs.

Deploy at speed

Our team will work with you to find a solution that is the right fit for you now, and as you expand in the future. Our expert team takes the time to understand your specific needs and can rapidly move to accommodate new requirements as they emerge.

Truck 32 located at warehouse 8, Botany Road.

For industries on the move

Find Harry's proven tech can be tailored to your needs so you get the exact systems and support that will boost your business, and your bottom line.

Construction

Harry's fixed asset tags ensure you always know the location of tools, mobile plant and equipment. In the case of wearables, Harry can provide proximity danger alerts and locate personnel in times of emergency.

Mining and heavy equipment

Unlock opportunities to optimise load and haul operations with real-time location tracking. In the same way as construction, Find Harry provides proximity danger alerts and personnel location in times of emergency.

Manufacturing

Trace the movement of forklifts and cherry pickers in real-time. Track the arrival of goods, optimise routes, reduce overheads and ensure your workforce stays safer.

Healthcare

Using our easy to navigate dashboard, effectively manage equipment location and availability. Analyse time spent with patients or aged care residents, across single or multiple facilities, to help you improve efficiency and staff availability.

Security

Locate your team at a moment's notice, ensure compliance during daily patrols,and respond rapidly to incidents or emergencies.

Entertainment

In the entertainment industry every moment counts. Track the movement of goods and equipment in real-time. Location tracking helps ensure that your equipment is where it should be, right before shooting starts.

How Find Harry works

Integrate

Set-up and integration is made simple with the support of our expert team. Choose to integrate into your existing software platform or chat to our team about designing a simple integration based on your custom requirements.

Integration into your existing system and the option to work in with your current tracking technologies, offers an easy way of enhancing your location capabilities and business reporting.

Onboarding and support

We've made the onboarding process as simple as possible so your internal teams can integrate with ease. Training, support and documentation is all provided by our expert team to ensure a smooth and simple transition to Find Harry, Ask Harry or a combination of both systems.

We give you:

- Drop in templates ready to send out to staff. This includes PDFs, Powerpoint slides, videos and more.
- Continued support through the life-cycle of your service with tiered support packages designed to fit your needs.

Select location preferences

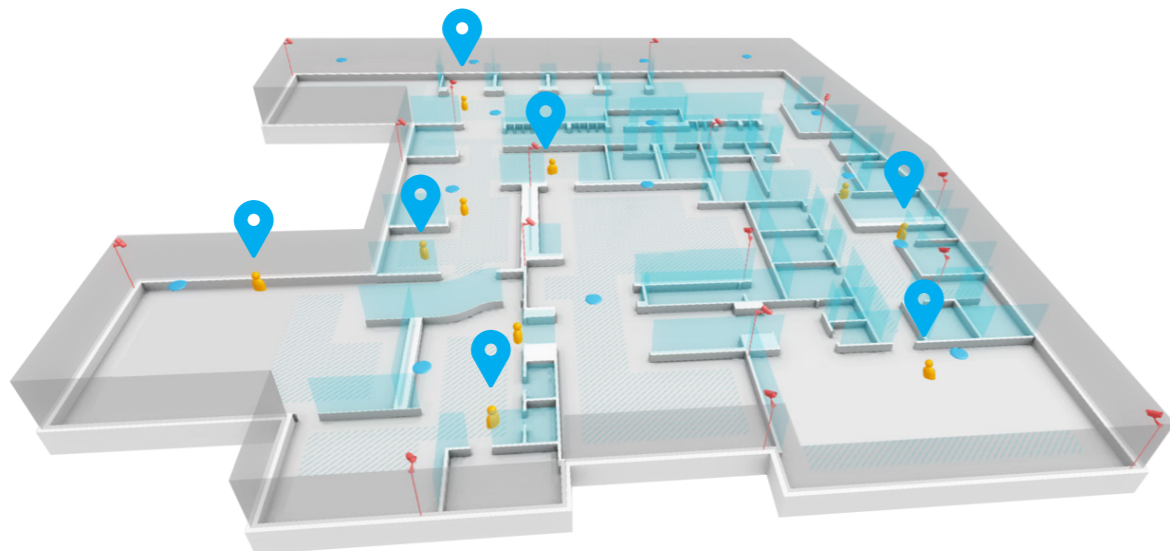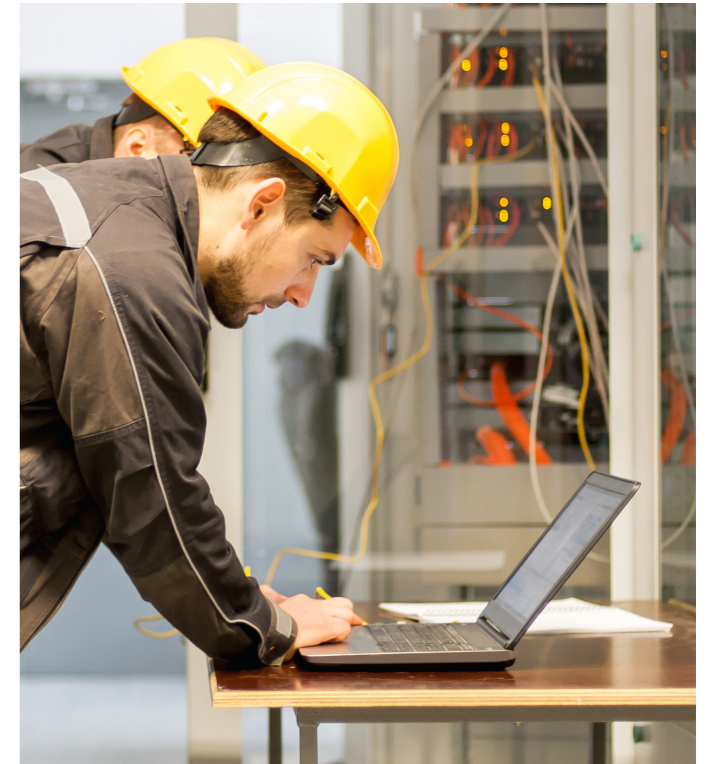| **Indoor location**	**Real-Time Location Services (RTLS)**	**Proximity-based**	**Outdoor location**
Harry can deliver real-time precision location or lower-cost proximity-based location.	Delivers < 1m location precision using a combination of Bluetooth devices and in-roof locators.	Location delivers about 5m accuracy.	Harry can deliver GPS-based location tracking. This includes tracking of vehicles, mobile plant and equipment, assets and more.

Scaling up

When you're ready to scale-up, Contact Harald is here to help you find the best solution for your business. Whether that's a feature-based progressive roll-out, or a site-based progressive roll-out, Harry can scale to suit your needs.
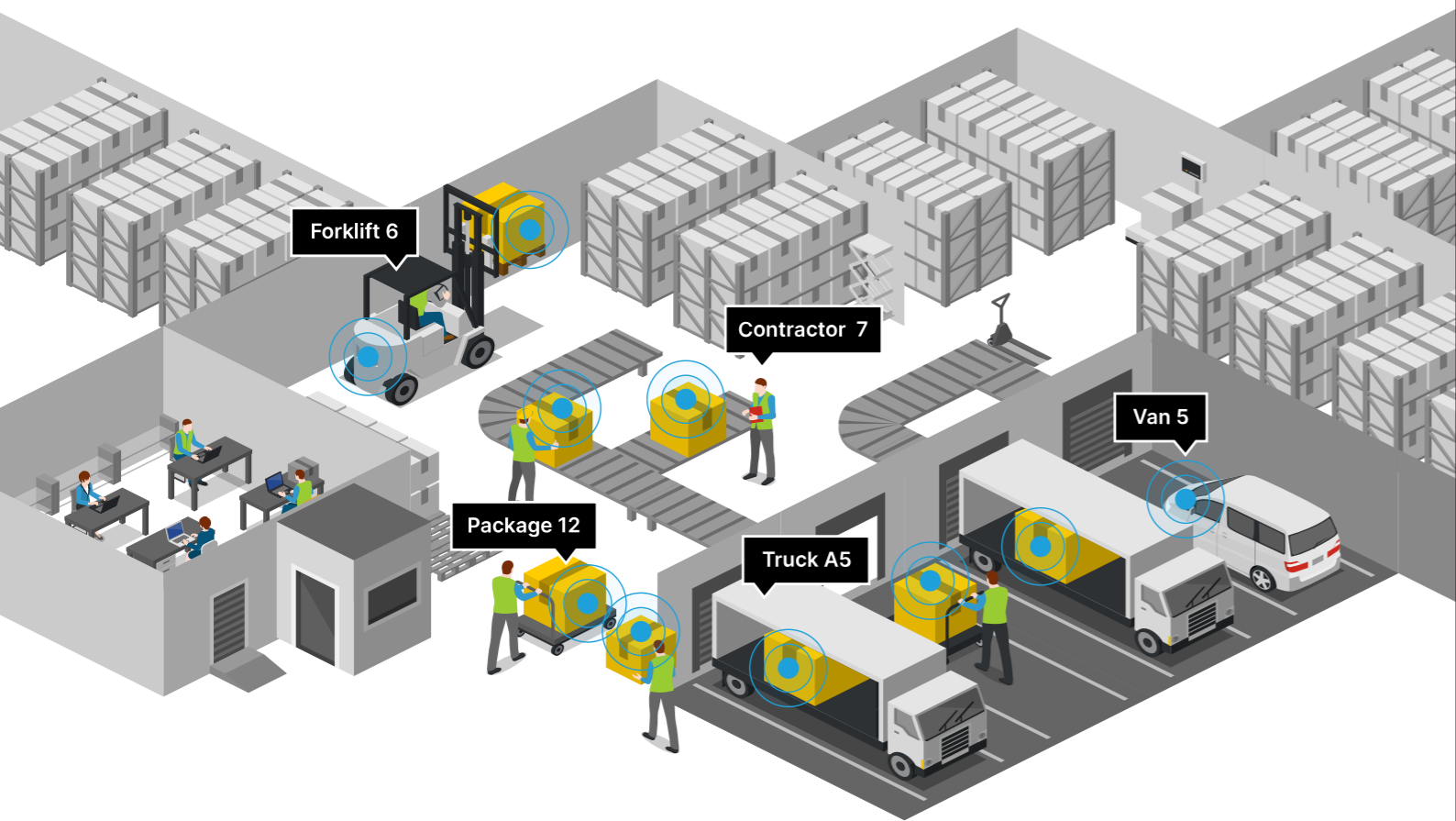
We have delivered products at scale to major mining, construction and logistics companies around the world and understand the intricacies of business growth.

- When you're ready to scale, we have the upgrades you need.
- Add new location solutions such as the addition of indoor or outdoor tracking.
- Add new methods of delivery such as voice-based location on top of your existing GPS-based solution.

Privacy and security

Contact Harald has delivered products to governments, large corporations and heavy industries around the world, meeting strict compliance, security and privacy requirements. We have a privacy-first approach that ensures we comply to local and international privacy requirements, while ensuring you get a great user experience with high-quality data.

Find Harry uses a robust, scalable security model that can be adjusted to fit your unique compliance requirements. Whether it's data encrypted at rest, AES encryption on-chip or end-to-end traffic encryption, we'll work with your team to deliver the best security model.

Forklift 6

Contractor 7

Van 5

Package 12

Truck A5

Get the complete picture

Find Harry is designed to interface with Ask Harry – our intelligent voice-powered assistant

Using a combination of both technologies gives you maximum visibility in and around your operation.

Integrating Find Harry with Ask Harry provides better ways to access location information.

Plus, with the addition of AI with voice recognition, Harry allows you to tap into human-centred solutions that are based around natural language and simple phrasing.

Ask Harry | **Find Harry**

Who we are

About

Contact Harald has been building smart solutions for businesses for over a decade. Our products focus on emerging voice-based AI technology together with IoT and location. We create human-centered solutions that enhance safety, efficiency, productivity and compliance and easily integrate into your workforce.

We're an Aussie company, but our tech is used around the world to create safer, more productive and compliant work environments - we're currently used in 19 countries and growing.

A partner you can rely on

Our consultative approach allows us to create solutions, specific to your unique challenges and goals. We're here to help you succeed.

Trusted by industry

Our technology is proven and trusted by organisations and businesses across a diverse range of industries. Contact Harald has been deployed by governments, tier-one miners, construction contractors, healthcare organisations, FMCG manufacturers and Film & TV production houses — and our list of satisfied customers continues to grow.

"Harry, create a hazard report"

"Harry, send my shift change update"

"Harry, how far away is truck 42"

contactharald.com

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