

HHW's Wireless/Radio Division Helps Improve Operations 25% and increase revenue by 50%.

Industry

HHW's customer is a government owned utility provider serving over 200,000 customers.

Challenges

The utility relied on a patchwork of various communications devices ranging from cellphones with direct connect, various local radio systems and email. This led to a disjointed response to their customers once an employee was dispatched to resolve customer issues. Reliance on cellphones rendered communications non-existent during emergencies in which their provider was experiencing heavy network usage. The disjointed radio systems were unable to communicate with each other due to limitations on frequencies and the use of different frequency bands at different sites. Relying on email was also susceptible to poor coverage (external and in-building) and didn't always provide the immediate response required while in the field.

How HHW Helped

HHW's team conducted an assessment of the various modes of communications that the utility was using. From this assessment HHW provided various options for improving communications in the field to the utility and produced a matrix which explained how each solution met the various needs identified by the utility. Based on this matrix, HHW recommended the solution that best met their needs and met their goals (operational and financial).

The selected solution leveraged the current investment that the utility had already made in their local radio systems, networks and the commercially provided smartphones. Using RoIP we provided a solution that would connect the disparate systems into one seamless system.

The HHW team then assisted the utility in identifying and contracting with a firm that could implement the recommended solution and also served as the subject matter expert and overall project manager for the successful implementation.

Their Results

After implementation of the solution above, the utility was able to:

- increase the number of customer issues that were responded to within 24 hours by over 25%.
- Reduced the number of visits to one incident by having better in field communications. The utility's technicians were also able to quickly reach subject matter experts while on scene and as a result could address more issues in one visit.
- The improved service also reduced the amount of customer credits that the utility provided to customers by 80% which resulted in an increase in revenue of over 50%.

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