

Municipal Power Utility

Municipal Power Utilities work hand in hand with the City's many industries and residential customers to develop clean, reliable, environmentally friendly power. The Municipal Power Utility energy solutions are field proven and the utility provides its enterprise customers with tools to manage the customer facility energy use and with ideas and rebates to save money and increase the energy efficiency.

Situation:

The Municipal Power Utility wanted to upgrade 100+ mobile phones used by their field employees with two important constraints. Since the mobile phones were being used by utility crews in the field as a means of communication between crew members, customers and the home office and the location of the crews could vary on a daily basis, cell phone coverage was very important. The users of the mobile phones also wanted the have the ability to store their individual contacts on the mobile phone. Likewise, since the composition of crews changed on a periodic basis and the crews were the basis of a group, the ability to create groups and administer groups from a central point was also very important. The users of the mobile phones also wanted the have the ability to store their individual contacts on the mobile phone in addition to the group contacts. The transition from one system to another had to be immediate and transparent since individual members were reluctant to give up their phones for any period of time as it was a primary means of communications.



Solution:

After an exhaustive search of various solutions in the market, the Power Utility found a solution with Remoba, teamed with Verizon. Remoba's iPhonebook application provided the flexibility to create, delete and manage contacts and give individual subscribers the ability to add their individual contacts to their phonebook's contact list. This solution was also the lowest cost solution found.

Result:

The Municipal Power Utility phased in their member transition from their old phones to their new phones over a three week period. Members were happy with the new service and the transition went smoothly. "We are satisfied with the new phones and the iPhonebook features, including the individual contact feature" stated the Senior Communication Engineer.