

Case Study: Storm Water Management

A pioneer in developing and deploying storm water management systems for making storm water pollution compliance more efficient and effective, with a national presence and operations in all fifty states, our customer has a corporate commitment to superior service and excellent response time. In critical storm situations, our customer's personnel need to be monitoring the storm water pollution levels and able to respond to storm situations. This commitment requires that their employees stay in touch with each other, with their clients and with their partners quickly, reliably through their mobile phones.

Situation:

In order to meet this promise, our customer wanted to move 100+ of their key employees with existing Verizon mobile phones to the Remoba iPhonebook contact management application. Paradigm wanted to use the existing phones, where possible, and have the software seamlessly migrated to the phones. In addition the service had to be inexpensive with a low monthly subscription price and with no setup costs

Solution:

Working with the local Verizon Account Rep, the customer was introduced to Remoba and its iPhonebook solution. After reviewing the Remoba cost structure, lack of any setup fees, and the willingness of Remoba to assure that most of the customer phone inventory could be migrated to the iPhonebook application, the customer selected the iPhonebook application for its mobile contact manager.



Result

After the Remoba iPhonebook application was chosen, Remoba technical support obtained a list of the customer's Verizon phones and started a migration path for the phones. For existing phones, a member account was set up and the customer contact list was migrated to the phone. If the phone was not qualified, Remoba went through the qualification process and qualified the phone. All iPhonebook application was ported within 3 months.

Paradigm is so pleased with this solution that it is continually adding members and phones to our customer base. Our customer states: "Remoba technical support is one of the easiest and most cooperative technical support groups that I have worked with."