



CONSULTING

CASE STUDY

**Improve Operations 25%
& Increase Revenue by 50%**

Challenge

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.

What We Did

- Conducted an assessment of the various modes of communications that the utility was using
- Recommended the solution that best met their needs and met their goals (operational & financial).
- Using RoIP we provided a solution that would connect the disparate systems into one seamless system.
- 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.

Result

- 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 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%.

