



INDUSTRIAL LIGHT & POWER BOOSTS PRODUCTIVITY BY 50% BY KEEPING CREWS CONNECTED



Industrial Light & Power (ILP), a new commercial/industrial electrical contractor in busy Las Vegas, helps keep crews connected, productive, and safe with Motorola digital two-way radios. Now, thanks to the cost-effective MOTOTRBO™ Capacity Plus digital trunking commercial two-way radio system, ILP can transmit business-critical information without the need to purchase a private two-way radio system.

SITUATION

Industrial Light & Power, a recently established commercial/industrial electrical contractor headquartered in the Las Vegas area, needed two-way radio communications with crews working on job sites with unique challenges—including harsh conditions, noisy environments, and multiple obstructions.

SOLUTION

By leveraging the MOTOTRBO Capacity Plus Digital Trunking wide area radio system, ILP now has a cost-effective, scalable two-way communications solution

that provides clear audio to meet the communications needs of crews in environments that range from aerial to underground—and new capabilities that include integrated voice and data on a single device, text messaging, GPS location tracking, work order ticket management, dispatch, and more—all for an affordable monthly usage fee.

RESULTS

Since implementing the system, ILP estimates a 50% increase in productivity of its crews, with a significant savings in operating costs. Seamless communications also helps enhance the safety of its crews.

CUSTOMER PROFILE

Customer

- Industrial Light & Power

Location

- Las Vegas, NV

Industry

- Electrical Contractor
- Large Scale Residential
- Commercial
- Industrial

Solution

- MOTOTRBO™ Capacity Plus Commercial System
- MOTOTRBO™ XPR 6550 portable digital radios



“By keeping the communication lines open between our guys in the field and the field office, it’s already proving to be a huge productivity booster and money saver.”

“We’re seeing a 50% increase in productivity since we implemented the system.”

— Andrew James,
Industrial Light & Power

COMMUNICATIONS CHALLENGES IN A WIDE RANGE OF ENVIRONMENTS

Industrial Light & Power is a recently established commercial electrical contractor serving customers in the Las Vegas and surrounding areas. Specializing in all aspects of high-voltage power distribution, large-format lighting, energy retrofit projects, and more, they rely on continuous two-way radio communications with field crews to keep jobs on schedule and on budget. Seamless communications also helps enhance the safety of its crews.

In 2011, ILP began serving a diverse customer base that presented a wide range of working environments—everything from noisy casinos to multi-acre, multi-building school campuses and from aerial work to underground tunnels. “Our biggest single issue is the sheer size of some of the facilities we’re working in,” says Andrew James, Master Electrician and senior electrical project manager at ILP. “One day, we might be working in a government building with three-foot-thick concrete walls. Another day we could be in a 300,000-square-foot warehouse or in a wastewater plant with a variety of metal and concrete structures.”

As a result, ILP crews were experiencing plenty of obstructions and high-voltage interference, as well as background noise in casinos and other high-traffic environments. “We were losing productivity because our analog two-way radios weren’t talking to each other,” James says.

ENTER MOTOROLA

As a lean startup operation, James and his team, including ILP Managing Member Douglas D. Smith, were doing more with less and staying in touch with crews was critical. They knew they needed to upgrade to digital

communications with clearer audio—fast. “When we upgraded, I wanted to go with the best two-way radio we could get,” James says. “We approached McIntosh Communications, a local channel partner serving the two-way radio needs of customers throughout Las Vegas. We wanted a two-way radio that included range and crystal-clear audio.” McIntosh recommended Motorola digital two-way radios for the increased capacity, integrated data applications, exceptional voice quality, and extended battery performance they offer.

At the time of the demo, ILP was working on a project at a local government building, with crews working on the inside of the building and outside in the parking lot. “We had a heavy structure to penetrate that the analog signal simply didn’t penetrate,” says James. “The ability of digital two-way radios to penetrate obstructions like that was one of the determining factors in our decision to upgrade.”

The ILP team was impressed with the capabilities offered by the MOTOTRBO digital two-way radios, including text messaging, GPS tracking, and private calling. “The MOTOTRBO demo sealed the deal,” James continues.

“We really appreciate the clarity and range of the new system. The message gets to the intended party. That’s what it’s all about.”

—Andrew James,
Industrial Light & Power

CASE STUDY
INDUSTRIAL LIGHT & POWER



and answer questions about design or inspections, coordinate work groups, communicate from the job site to the central office and unit to unit, and make private calls.”

Now that ILP crews can communicate clearly, ILP is experiencing a much higher level of efficiencies in the field. “Before the new system, our crews were missing critical communications,” James says.

“Now we’re sure that our communications are coming through clear the first time, every time. And that means we’re saving time and money. And our crews are safer.”

—Andrew James,
Industrial Light & Power

SIMPLE AND AFFORDABLE VOICE AND DATA

With a limited budget, James and his team determined that the MOTOTRBO Capacity Plus commercial system made the most sense for them. With a commercial system, you have the option of buying monthly airtime service on a regional network operated by a Motorola channel partner like McIntosh Communications. You don’t need a FCC license, a high-powered transmitter, or antenna towers. You only need the radios for high-quality communications. “Not only will it save us money, we don’t have to worry about the infrastructure and upkeep,” says James.

ILP now gets the coverage they need for all their projects throughout the Las Vegas Valley. “The fact that McIntosh has a commercial system in Las Vegas is unmatched,” says James. “It’s a great system and their customer service is phenomenal.”

NEW EFFICIENCIES IN THE FIELD

ILP has been on the MOTOTRBO Capacity Plus two-way radio system since the fall of 2011. “By keeping the communication lines open between our guys in the field and the field office, it’s already proving to be a huge productivity booster and money saver,” James says. ILP site superintendents and foremen are always equipped with two-way radios. “We’re able to organize materials



CASE STUDY
INDUSTRIAL LIGHT & POWER

"In fact, we're seeing close to a 50% increase in productivity in the field since we implemented the system," James says.

James goes on to discuss the benefits of giving his crews the information they need to be more efficient with the remarkable convenience of one device. Now, they're experiencing clear and reliable voice communication with background noise suppression, the flexibility of group or private calls, quick access to contacts with keypad shortcuts and communication with landline or mobile phone users via digital telephone interconnect.

"We're benefitting from the audio clarity, durability, and battery life of the MOTOTRBO digital two-way radios and the commercial system provided by McIntosh in Las Vegas. As a combo, you can't go wrong."

ILP crews are already raving about their new two-way radios. "I've had a lot of input from my crews," James says. "They like the feel and weight of the two-way radio. The [IMPRES™] speaker microphone pickup was huge for them, because you get audio quality without the need to turn your head to talk."

WHAT'S NEXT

ILP plans to start leveraging GPS functionality in the near future, especially for aerial truck crews that go out on jobs at night. "I want to know how much time they spend on each job site, what routes they take—just monitor their activity more closely," James says.

They also plan to leverage more applications like text messaging and add more radios in the next six months. "We saw how much better the signal was going to propagate and are looking to the future already," says James. "We're also interested in integrated Bluetooth and color displays to make the radios even easier to use. As our customer base continues to grow, we will need more radios for vehicles when they go out of town."

For more information on how MOTOTRBO radios can improve your operations, please visit us at motorolasolutions.com/MOTOTRBO.

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