



CORPORACIÓN NACIONAL DE ELECTRICIDAD CNEL:



EXPANDS ITS COVERAGE TO IMPROVE USER SUPPORT

The mission of CNEL is to provide users with high-quality electric power services, delivering comfort and dedicated support to the community. To achieve this, CNEL has offices across the country, and relies on committed human talent, ability to innovate, and respect for the environment. In order to bring all these elements together, an operational and communication infrastructure to support and help achieve this challenging mission is needed. Digital technology makes it possible.

THE COMPANY

Corporación Nacional de Electricidad CNEL is Ecuador's electric power trading company. It has offices in the following regions: Esmeraldas, Manabí, Santa Elena, Milagro, Guayas-Los Ríos, Los Ríos, El Oro, Bolívar, Santo Domingo and Sucumbíos. The company supplies electric power to 1.25 million customers, with 30% of the country's market share. The Manabí regional office, which took the

initiative to upgrade its communication system, serves 363,342 customers.

THE CHALLENGE

CNEL had been using its analogue communication system for a long time. Failures in communication and lack of coverage frequently caused accidents. And the response from the technical support team often took more time than was reasonable, affecting customer service.

DEPLOYMENT SUMMARY

Company:
Corporación Nacional de Electricidad CNEL, Regional Manabí

Website:
www.cnel.gob.ec

Location:
Ecuador

Vertical Market:
Utilities

Project:
Upgrade and Expansion of the Communications System

Motorola Solutions MOTOTRBO™ Products

- 171 DGP™6150 + portable radios
- 59 DGM™6100 + base radios in offices
- 71 DGM™6100 + mobile radios
- 9 repeaters
- 8 bridges

Benefits:

- Improved coverage within the area of operation
- Better audio transmission and reception
- Resource optimization
- Fast response to incidents
- Reduced repair costs

CASE STUDY
CNEL ECUADOR



THE SOLUTION

When CNEL Manabí Regional Office identified the need to upgrade its communications system, it decided to migrate to a MOTOTRBO digital radio communications system from Motorola Solutions, thus streamlining customer support service and ensuring extended coverage with enhanced audio transmission and reception.

The system adopted comprised mobile, portable and base radios, supplemented by 8 bridges and 9 repeaters, which were strategically located on Manabí's main hills to expand the coverage area and include the entire sector



served, covering 99% of the province (25,620 square kilometers) and reaching CNEL headquarters in Guayaquil.

The improved communications capability helps CNEL Manabí Regional Office's 300 technical and sales teams prevent accidents and improve service, benefiting more than 300,000 customers with a faster, more effective incident response.

THE BENEFITS

This new seamless digital communications system delivered multiple benefits to CNEL, including:

- Improved incident response time with greater staff efficiency (50% increase)
- Capability to implement GPS location, advanced text messaging and communication recording applications
- 90% coverage area expansion in accordance with Manabí Regional Office's service requirements
- Reduced repair costs thanks to the proper use of the system

TESTIMONIALS

"Motorola Solutions' proposal included a technology solution that helps us achieve our mission of providing quality service to our customers based on a better communication within our staff."

Colon Mendoza,
Technology Director in charge

"Our MOTOTRBO digital system provides the versatility needed to meet CNEL communication requirements for the benefit of their customers and enables the use of applications that contribute to the effectiveness of the business."

Sylvana Hermosa Ruiz,
Channel Manager, Motorola Solutions, Ecuador.

PROJECT INTEGRATOR

Mafa Comunicaciones S.A. is an Ecuadorian company focused on providing communication system solutions in terms of equipment and infrastructure. Despite having only two years in the market, top management and staff members boast more than 20-year experience in the telecommunications field and take ongoing training.

The company has focused its efforts on the public sector, implementing major solutions and providing services to public entities in health and power-generation sectors.

The company's mission is to offer customers a solution while, at the same time, becoming a reliable ally.

For more information visit
www.motorolasolutions.com/caribbean/mototrbo

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