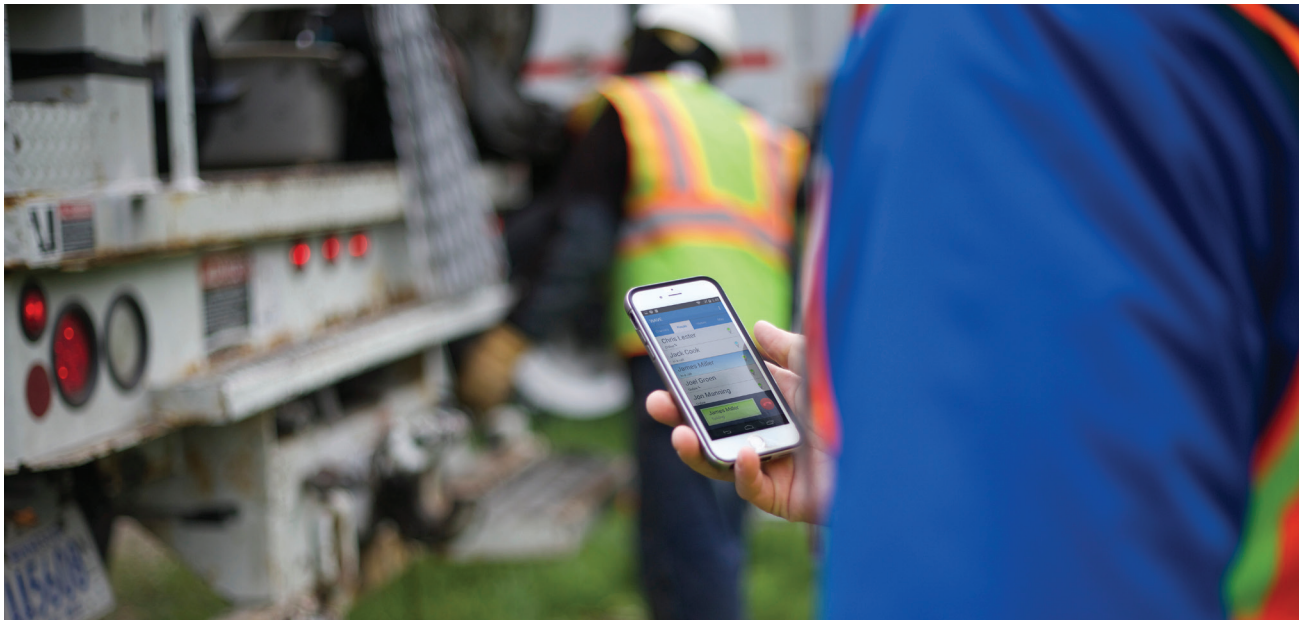
CASE STUDY
WORK GROUP COMMUNICATIONS

CONNEXUS® ENERGY

EXTENDS WORKFORCE COMMUNICATIONS ANYWHERE WITH WAVE™



Based in Ramsay, Minnesota, Connexus Energy is electrifying the community with reliable power that is competitively priced. As the largest customer-owned electric cooperative in Minnesota, it provides electricity to nearly 130,000 homes and businesses. Connexus Energy consistently ranks among the top utilities in the U.S. and is heralded for its power reliability by the American Customer Satisfaction Index survey.

THE CHALLENGE

REPLACE AN AGING SYSTEM WITH FUTURE-READY TECHNOLOGY

When a recent FCC narrowbanding mandate caused Connexus Energy to replace an older, non-conforming analog system, it was the impetus to re-examine their communication needs. In addition to a new two-way radio system to comply with the mandate, Connexus Energy knew it had to upgrade its near-obsolete dispatch console. The utility also wanted to connect its diverse workforce to broadband networks, since not all employees needed to carry a radio. Connexus Energy realized this was an opportunity to completely rethink its push-to-talk (PTT) communication capabilities to deliver the high level of service customers expect.

THE SOLUTION

TRANSFORM PTT COMMUNICATIONS WITH FLEXIBLE SOFTWARE

The utility's experience with Motorola radios and expertise in next-generation technology paved the way for an easy decision. Beginning with their field workers, Connexus Energy selected Motorola's MOTOTRBO™ digital radio system with its enhanced system capacity, clear audio and integrated data applications.

When it came to the dispatch console, Connexus Energy wanted a solution that was less dependent on proprietary hardware and more flexible so they could extend PTT beyond radio to other networks and devices. This would deepen collaboration among their personnel and create interoperability with other agencies and municipalities.

Motorola's WAVE Work Group Communications offered the perfect path. Not only did the utility replace their obsolete console with WAVE's richly-featured software, but they transformed PTT communications from radio-equipped workers to anyone, anywhere, on any device.

WAVE UNIFIES COMMUNICATIONS ON ANY DEVICE, ANYWHERE

With WAVE, Connexus Energy can use their MOTOTRBO digital radio system to communicate with any other radio or broadband device. Any device – from smartphones and tablets to desktop phones and PCs – can become a PTT device. WAVE also streamlines interoperability with other radio networks, whether it's the local power generator or first responders.

WAVE offers a number of applications that make it easy for personnel to access radio channels. The WAVE Advanced Desktop Communicator operates as a richly-featured dispatch console on a simple industry-standard PC. The solution is more affordable, flexible, scalable and futureproof than a hardware console.

The WAVE Mobile Communicator is an app which turns any Android or Apple device into a multi-channel radio handset for secure PTT communication. "What is possible with the technologies we use with WAVE today are basically unlimited," says John Rono, Business Technology Services at Connexus Energy. "I could be at home, at work, or out in the field and we're all able to communicate on one solution."

THE RESULTS

SURGING PRODUCTIVITY AND EFFICIENCY, UTILITY-WIDE

By linking different systems, workers and technologies, Connexus Energy is experiencing secure, real-time PTT communications regardless of device, network or location. So if a supervisor is on the road or a director is at a conference, they can use their smartphone or tablet to be updated by personnel in the office.

"It puts the right technology, right in the hands of the field personnel so that everyone can be more efficient and productive. That's really what it is all about, and WAVE has enabled that," says Matt Yseth, Vice President of Electric Operations.

EMPOWERED WORKERS ELEVATE SAFETY AND SERVICE

MOTOTRBO and WAVE are unifying communications to help Connexus Energy reduce downtime, optimize efficiency and keep personnel safe. Where previous hardware issues created costly delays and impacted power reliability, today, collaboration throughout the utility is seamless, crew workers are more effective and response times are faster.

The benefits of extending radio PTT to broadband devices go far beyond internal operations. "For our customers, it is bringing reliability and safety to our people and also bringing service, productivity and financial gains to those using the commerce," says John Rono. The combined power of MOTOTRBO and WAVE are connecting Connexus Energy like never before – so they can elevate customer service and help their community thrive.

WAVE 5000
Enable highly scalable, feature-rich, enterprise-grade PTT from your radio core to the broadband edge so that time-sensitive information flows quickly and securely to those who need it. With wireline integrations for ASTRO® 25 and MOTOTRBO™ and roadmap wireline capability for DIMETRA™ TETRA in 2016, WAVE can effortlessly scale with any of your PTT communications needs.

WAVE MOBILE COMMUNICATOR
Extend PTT to everyone in your organization by enabling Android and iOS smartphones and other specialty devices, like the Motorola LEX L10 Mission-Critical LTE Handheld, to securely communicate with two-way radio users and other communication systems over broadband networks.

WAVE ADVANCED DESKTOP COMMUNICATOR
Richly-featured communications console offering high-capacity channel management with on-the-fly channel patching, telephony dial-pad, presence and mapping. Designed to run on any industry-standard Windows PC, it delivers powerful communications management for your fixed and mobile deployments.

View the Connexus Energy video and learn more about how they improved their workforce communications: motorolasolutions.com/connexusvideo

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