EMPOWER YOUR UTILITY TO MEET ESCALATING DEMANDS

RAISE SAFETY AND SERVICE WHILE LOWERING COSTS WITH MISSION CRITICAL COMMUNICATIONS SOLUTIONS
Utility companies are heading into a perfect storm. They must keep the power on and the water flowing while keeping their employees and the public safe. While demand is growing and the industry is changing, they are being pressed to cut costs without compromising safety.

Add with the rise in cyber attacks and regular threats to network security, the potential for disruption is high. The reality is, utilities must be more responsive to customers, prepare for emergencies and disasters, comply with changing regulations and secure their assets. All while ensuring safety in the field, at facilities, and throughout the community.

40% increase in cyber attacks against the energy sector

$10 billion impact of the largest blackout in NE U.S. and Canada

67% companies with one or more security compromises causing disruption

78% likely attack on SCADA or ICS systems in the next 24 months
OVERCOME CHALLENGES WITH MISSION CRITICAL COMMUNICATIONS

Utility companies are feeling the heat of another set of challenges. Energy provisioning is being consumerized as customers embrace green technologies, from solar panels to electric cars. Beyond renewables, customers are so comfortable with the online experience, they can switch energy providers with a click.

Environmental mandates to monitor greenhouse gas emissions mount. In less than five years, 20 percent of electric energy must be renewable for U.S. government agencies, the country’s largest consumer. Utilities that don’t comply pay serious fines. Then there’s the frequency and severity of droughts, heat waves, storms and natural disasters.

That’s why mission critical communications are imperative. Reliable, resilient and secure, an ASTRO® 25 radio network handles the full scope of daily operations and unimaginable disasters. It empowers utilities with greater safety and efficiency, while delivering the continuity of service their customers expect.
APX™ P25 PORTABLE AND MOBILE RADIOS RELY ON SERIOUS SAFETY TO WITHSTAND IT ALL

APX P25 two-way radios redefine safety in communication. Every innovative feature and function is designed with input from real users. From its rugged, easy to operate design to the loudest, clearest audio, your crews can hear and be heard distinctly above road noise, diesel engines and severe weather. APX stands up to the toughest conditions and most extreme environments to help your personnel and community stay safe.
Leverage the resources you already have to communicate with personnel on their own devices. WAVE extends your radio’s reach to those who may not carry radios. Now the field supervisor away on business or the IT director outside the treatment plant can talk on their smartphones with radio users.

WAVE connects to virtually any device – smartphones, laptops, tablets, landlines and more – on any public or private mobile data network, including Wi-Fi. You get seamless and secure connectivity, affordable Push-To-Talk (PTT), and the freedom to keep service plans and devices.

Expand communications with the LEX L10 Mission Critical LTE Handheld. It is ideal for those in outdoor environments with its integrated PTT button, loud audio and superior ruggedness. Use the LEX L10 as a companion to APX radios or for personnel who want to monitor radio communications without carrying a radio.
GAIN GREATER VISIBILITY AND CONTROL OF CRITICAL INFRASTRUCTURE

Mission critical technology is invaluable for driving greater efficiency, precision and control of critical infrastructure. Industrial Internet of Things (Industrial IoT) solutions enable the process automation and monitoring necessary to achieve greater levels of productivity while facilitating safer operations.

By connecting SCADA Remote Terminal Units (RTU) to the ASTRO 25 system, you gain precise control of the communications across your entire service area. There is also the potential of eliminating recurring commercial network charges and minimizing expensive hard-wiring. Industrial IoT Solutions offer the security, flexibility and resilience to maintain control of your critical infrastructure in the midst of chaos.

Ruggedized machine-to-machine (M2M) devices support communication for numerous data applications over the ASTRO 25 system so you see what is happening across your operations at all times.

Broadband LTE modems are ideal for vehicles in the field, enabling personnel to access work order tickets on their laptops, tablets or mission critical LTE handheld devices.

CommandCentral Inform offers a unified view of personnel, assets, surveillance cameras and more on one map. Now you can see if a power line is down, a pipe is failing or a worker is in distress.

REDUCE COMPLEXITY AND RISK WITH MOTOROLA MANAGED SERVICES

Focus on your expertise while we provide ours. Motorola manages a number of the largest, most complex mission critical communications networks in the world. We will handle any or all of the financial and operational risks and responsibilities to guarantee your system’s performance.
The supervisor sends work order tickets to the team using Work Order Management.

Workers in that area are alerted on the APX radio that there has been a major outage. All workers in that area are placed into a talkgroup using Geo Select, so they can collaborate and fix the outage quickly.

A dispatcher watches a storm role in on CommandCentral Inform. He can see the SCADA system and what assets will be in harm’s way. The dispatcher can see where the storm has caused a major outage in the city and what equipment needs to be repaired.

The supervisor uses the WAVE Work Group Communications application on his LEX L10 to push to talk with the remote worker who’s using their APX radio to repair equipment and restore power.

Using his LEX L10, a worker takes a photo of where the outage occurred and sends that photo back to his supervisor via the LTE hotspot in the truck.
UTILITIES TRUST MOTOROLA TO TRANSFORM OPERATIONS

From the wastewater plant to the power line, at the office or the substation, Motorola is helping utility companies work more efficiently, productively and safely in the most difficult conditions and demanding environments.

Companies around the globe are transforming the way they operate and interoperate with the world’s leading mission critical communications platform, ASTRO 25, and our expertly-integrated solutions, systems, applications, accessories and services.

We connect different personnel, facilities and equipment together to help your operation run more efficiently and safely, control infrastructure, and reduce risks and costs.

SOURCES:
2. “Cyber Attacks Up By 60 Percent At Water Utilities,” Water Online, December 10, 2013

To raise safety and service while lowering costs, visit motorolasolutions.com/utilities.