



Emerson Network Power

Communications providers look to Emerson Network Power to ensure that their networks—and their customers' networks—remain up and running. In today's network-driven economy, uninterrupted power is critical to business success. Emerson Network Power works diligently at customer sites to make sure that network power is reliable and consistent, with no service interruptions.

Objective.

Emerson Network Power has a team of more than 375 U.S. field personnel working at customer sites each day. With so much time spent on the road and with customers, the field service team needed a quick process to dispatch engineers, transmit critical data, and submit paperwork.

The company sought a mobile solution that would improve overall communication between the field service personnel and the office staff and support same-day ticket resolution and invoicing. Once implemented, the mobile solution would deliver a richer set of customer data to the field team, so the engineers would have a better understanding of customer concerns.

Solution.

The Emerson Network Power service division is a wireless technology frontrunner, having implemented its first wireless tools in 1994. During the intervening years, the company has continued to enhance its mobile solution by encouraging the adoption of the latest in wireless technology and working closely with multiple divisions within Verizon Wireless.

The current wireless upgrade features the most innovative tools in mobile technology. Emerson Network Power equipped its 375-plus field services team with notebooks and BlackBerry® devices, which have multiple productivity functions. The team depends on the BlackBerry devices to receive customer data from the service ticket system and to connect notebooks to the Verizon Wireless network from even the most remote customer locations.

"We chose Verizon Wireless because of its extensive network, and because it supports our wireless initiatives. EV-DO is wonderful," says Donna Carter, supervisor of the Information Technology Support Center at Emerson Network Power. "The network has supported our traffic demands, and the customer service is outstanding."

EMERSON NETWORK POWER
WWW.EMERSONNETWORKPOWER.COM

Company Description:

Emerson Network Power, a business of Emerson, is the global leader in enabling business-critical continuity. The company is the trusted source for adaptive and ultra-reliable solutions that enable and protect its customers' business-critical technology infrastructures. Backed by the largest global services organization in the industry, Emerson Network Power offers a full range of innovative power, precision cooling, and connectivity products and services for computer, communications, health care, and industrial systems. Key product brands within the Emerson Network Power family include Liebert, ASCO, Astec, and LORAIN.

Objectives:

- Reduce paperwork by allowing field personnel to complete and upload data remotely.
- Decrease cost of maintaining multiple communication devices.
- Increase the amount of customer and job information sent to the field personnel.
- Improve communication between office staff and field personnel.
- Enable access to corporate applications, including email and service ticket system to improve mobile workforce productivity and efficiency.



Results.

Deploying the powerful combination of BlackBerry devices, notebooks, and the Verizon Wireless network resulted in both cost savings and revenue increases at Emerson Network Power. Most important, the company solved its main challenges—transfer speed of critical data, field communication slowdowns, and intermittent billing.

“Our biggest issue was that our billing was paperwork-based. We were experiencing billing delays, as well as infrequent communication between the field and our offices,” says Carter.

Giving the field service team the wireless tools they needed to update customer information remotely reduced paperwork demands and visits to the office. Since deploying the current mobile solution, field service personnel have decreased the invoicing time frame to one day.

The company realized significant cost savings by eliminating redundant communication devices. At one point, field team personnel had to manage a cell phone and pager in addition to a notebook. The multi-solution BlackBerry smartphones combine the features of a mobile phone, email device, modem, Web browser, and organizer. According to a Six Sigma study, Emerson Network Power will achieve notable cost savings by replacing the pagers and cell phones with BlackBerry devices.

BlackBerry devices have a rich user interface that helps the field team be more proactive and productive. In the past, the field service team received limited customer information on their pagers. BlackBerry devices support a greater number of characters per page, which gives the team more in-depth service ticket information.

“The team receives more data from the [BlackBerry devices],” explains Carter. “They get full ticket and customer contact information. With the pager, they had a limited number of characters. Now they have the ability to see more data and real-time ticket status. It allows them to deliver even greater customer service because they have a better understanding of the customer problem up front.”

Overall, communication and collaboration within the organization—and with customers—have greatly improved. “The ability to communicate in real time while out in the field helps us serve our customers more quickly and effectively,” says Carter.

One more benefit that Carter notices is the competitive edge that the field team gains with the advanced wireless tools. “At customer sites we are more productive, and we have more on-hand information. That means we can get our customers back online faster—and that’s what matters most.”

- Deploy a reliable, mobile solution that allows workforce to stay in constant communication with customers and home office.

Solution:

- Verizon Wireless BroadbandAccess (EV-DO–based CDMA) service allows the field team to reliably communicate to the main office and to customers.
- The 375-person field team relies on notebooks and BlackBerry devices to manage customer relationships, perform same-day invoicing, send email, and receive customer and service ticket information.

Results:

- Reduction in lag times by giving field personnel the tools to better manage same-day invoicing.
- Decrease in costs in the first year by eliminating multiple pagers and cell phones.
- Increased proactivity in field personnel when more in-depth information is included in the real-time trouble ticket.
- Improvement in response times because of increased efficiencies.
- Gain in competitive advantage by using innovative technology and tools.

Speeds require an EV-DO Rev. A-capable device. When using an EV-DO device that is not Rev. A-capable, you can expect download speeds of 400 to 700 Kbps and upload speeds of 60 to 80 Kbps. BroadbandAccess speed claims based on our network tests with 5 MB FTP data files, without compression. BroadbandAccess is available to more than 240 million people in 248 major metropolitan areas and 232 primary airports in the United States.

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