

Connected Mobile Workforces & Fleet Automation are Changing the Face of Utilities

SAFETY | VISIBILITY | COST-SAVINGS



Improving Workplace Safety While Becoming More Profitable

Introduction

As utilities transform into a more connected and distributed grid system, their mobile workforce must transform as well. Utilities conduct business with a unique set of operating characteristics that have evolved over decades. What began with paper-based operations has now evolved into complex IT driven business processes. And now, your utility company is at an exciting crossroads, a time of digital transformation where tools and technologies designed to connect your workers can help you gain invaluable information to run your entire operation better, more efficiently and effectively.

Utilities now have a significant opportunity for their workforces to leverage real-time data and better connect workers with information they need to do their job while providing key operational data and information for planning, reporting, vehicle/equipment maintenance, customer service and workforce safety.

CHALLENGES

If you manage a utility fleet, you need more advanced insight into your fleet operations in order to become more effective and efficient, while cutting costs and improving employee safety.

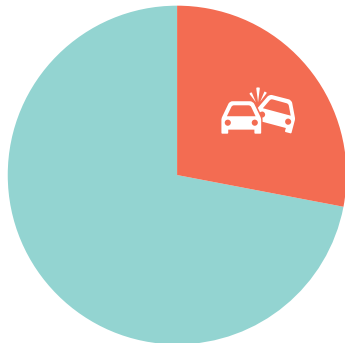
SOLUTIONS

MetTel provides the visibility you need to streamline your fleet operations in order to reduce costs, reduce risk and increase revenue; and, in doing so, we improve remote safety for all of your mobile workforce.



Workforce Safety

According to the Occupational Health and Safety Administration, distracted driving is a factor in 25 to 30 percent of all traffic crashes. In addition, 28 percent of all accidents are caused by mobile devices.



28% Accidents are Caused By Mobile Devices

This needs to change. Awareness about the dangers of distracted driving is increasing, and cell phones are a major part of the concern. Currently, 41 states ban texting while driving for all motorists, especially professional drivers. By using connected intelligence combined with location-based solutions that integrates with in-vehicle technology, drivers no longer need to communicate through cell phones with their dispatchers or fleet managers. Not only do MetTel's tools eliminate the need for cell phone use while driving—keeping drivers and others on the road safer— but our tools can save businesses from lawsuits when drivers first appear at fault.

Companies spend significant funds on branding and logo development, which often is showcased on fleet vehicles, essentially transforming these vehicles into moving billboards. If a driver is using a cell phone to get an update on his or her next route, and that driver has an accident, the business's reputation is at stake, as is their bottom-line. But, most importantly, lives are risked. The time is now to remove the cell-phone from your drivers' hands.

Furthermore, with a location-based solution, businesses can prove vehicle location and so reduce their risks, which can lessen their overall insurance costs. With the large risk of accidents or other safety issues while driving, a fleet solution can ensure a manager knows where drivers are, how they are driving, and help them drive safer.



"...businesses can prove vehicle location and so **reduce their risks**, which can **lessen** their overall **insurance costs.**"

Additional Job-specific Safety Features

MetTel offers other important safety measures for the lineman, vegetation maintenance and construction operations, as they are often dispatched in extreme and dangerous conditions. All our technologies are deployed putting the workforce safety first. These include such things as:



An SOS button in the vehicle for quick and easy access to notify staff that there is an emergency on the jobsite



A required remote key-fob device that communicate with the in-vehicle hardware to alert the business of situational awareness of their workers

All MetTel tools are designed and built with worker safety in mind and are tested in the field, in real-world situations, including dangerous situations, to assure that they work the way they were intended.

Dispatching & Routing Capabilities

The most useful fleet-tracking solutions allow dispatching capabilities to integrate with personal navigation devices (PNDs) or tablets in vehicles, such as a Garmin or mobile device applications. This enables optimized routes to be sent to the driver's in-vehicle tools, with large easy-to-see displays, which are safer and save valuable time for the dispatcher and driver. These features mean more jobs can be completed in one day, which increases service revenue and driver productivity, while decreasing fuel costs. Routing and dispatching integration also eliminates the risk for communication errors that might occur through texting or other cell phone communication.

- ✓ **saves time**
- ✓ **increases productivity**
- ✓ **lowers fuel costs**

One western utility company increased their fleet productivity 25% with a GPS fleet-tracking solution, allowing more work in a day and eliminating excessive driving.

When selecting a fleet management solution, a manager should ensure his or her options offer dispatching as a feature. This powerful MetTel tool allows fleet managers (or any other operations personnel) to schedule jobs easily and dispatch vehicles to the appropriate sites while sending messages to and from field-workers. Some of our other solutions offer advanced dispatching that are automated, allowing for maximum efficiency. Whether automated or done manually, dispatching field-workers directly to sites allows the fleet manager to be sure the vehicle closest to the site is assigned and dispatched to it. MetTel dispatching tools are offered in an intuitive, easy-to-use display, ensuring complete efficiency.

Along with dispatching, "routing" increases communication between drivers and the main office. Any decent location-based solution offers a route-planning feature that optimizes routes for field-workers. Optimized routing looks at all locations and stops in a vehicle's route and places them in order to create the shortest route, saving time and money.

This prevents lost revenue because of excessive driving and out-of-the-way stops. MetTel's route planning solutions are the best in the industry as they always connect to the strongest signal, no matter which carrier is the strongest. This is unique and exclusive MetTel technology.

Additionally, the benefits of an effective communication tool are measured through driver productivity and fleet efficiency. Case in point, a Georgia-based utility provider improved driver productivity by 15 percent by being able to communicate to the closest driver when a service call is received. Being able to do this increased their productivity and improved their customer satisfaction rating, enabling field-workers to handle meter reading and other meter services efficiently and in a timely manner.

Additional Benefits Above & Beyond Expectations

Although simplified communication is a main reason to implement a fleet management solution, many utilities have found added benefits in unexpected ways. Many MetTel tools allow fleet managers to receive automated email and text notifications when a vehicle is due for maintenance.

Whether a fleet is large or small, this benefit helps in many ways. It reduces the need to manually track vehicle maintenance schedules and increases productivity. For example, the same Georgia-based utility experienced a 25 percent increase in preventative maintenance tickets. A fleet manager at this utility noted that after implementing a preventative maintenance feature, his fleet experienced less vehicle downtime, which resulted in a more productive fleet operation and reduced fleet maintenance cost.

MetTel's GPS fleet management solutions provide many benefits to utilities, in addition to the basic tracking features. By implementing a GPS fleet management solution, fleet managers can streamline communications between the office and the field for a safe, simple way to speak with workers. Increased communications lead to less confusion, fewer hick-ups and more empowered employees.

The dispatching and routing features of these solutions eliminate the need for excessive cell phone use behind the wheel and provide added benefits such as increased efficiency, improved productivity, decreased fuel costs and maintenance savings.

Utilities also discover dramatic fuel savings after implementing MetTel's Fleet solution. Through the available reporting features, one MetTel customer noted that their fuel costs were reduced 10 percent.

By allowing the fleet manager to locate the closest vehicle to the site, no fuel is burned because of excessive driving. And, obviously, eliminating unnecessary idle is an easy way to better any bottom line.

While safety is our biggest concern, your bottom line is a close second. All MetTel Fleet tools are designed and built for real-world situations by people who have worked in the industries we service. We provide key operational data and information for planning, reporting, vehicle/equipment maintenance and workforce safety, and we do it all with the best customer service in the industry.

About MetTel

MetTel is a 22-year-old privately held company with over 650 employees in the U.S. supporting traditional and advanced communications, mobility and IoT platforms, including Fleet Management Solutions. We have our own network but we also leverage AT&T, Verizon and T-Mobile/Sprint, creating the widest reach across the US, Canada and Puerto Rico. With offices and support centers throughout the U.S., you can be confident that MetTel will provide you full-scale enterprise implementation of our Fleet Management and Mobile Workforce Automation designed exactly for your unique needs.

And, at MetTel, our superior customer service is recognized across all industries. We are a four-time Stevie-award winner including a Gold Stevie: 2018 Customer Service Team of the Year – Telecommunications award, an achievement due largely to our dedication to The Wendy's Company during their ongoing expansion and restaurant remodeling process.

