

## CASE STUDY

# Revolutionizing Ground Transportation with Mobility Solutions and IoT Innovation

## IoT, Mobile Device as a Service, and Single SIM create smart logistics transformation.

### Introduction

In the dynamic world of ground transportation, where precision and efficiency are paramount, even the largest companies face unique challenges. Our customer, a prominent supplier of ground transportation services to the United States Postal Service (USPS), serving 33 states and numerous USPS facilities, is no exception. This case study explores how MetTel helped this USPS provider address its complex mobility and IoT needs and achieve remarkable results.

### Customer Profile

Our customer's impressive operations extend beyond its USPS services and include dedicated lanes and operations for large corporate customers, as well as facilitating the freight transportation needs of various shippers. The company prides itself on cutting-edge technology, social responsibility, and quality service with a fleet of low emission vehicles, its nationwide reach, and dedicated partnerships.

### Challenge

The organization had accumulated a variety of carriers, invoices and vendor contracts over the years. Additionally, they were receiving board pressure to lower overall mobility spend and maintain better control over spending.

Furthermore, the organization wanted better tracking of its drivers and trailers across the country. The addition of a mobile IoT program was impeded by a series of challenges:

### Summary

#### COMPANY PROFILE

- One of the largest suppliers of ground transportation to the USPS serving 33 states and hundreds of USPS facilities
- Assists shippers in facilitation of their freight transportation needs

#### CHALLENGE

- Fleet drivers required tablets with reliable, consistent connectivity for collecting Federal compliance information.
- Accurate, dependable and integrated fleet trailer tracking that is also USPS compliant.
- Too many providers for the mobile and IoT needs of multiple regionally operated Postal haulers.
- Lack of visibility and centralized control into mobility and IOT program
- Overall mobility and IoT costs too high and no centralized management
- General adherence to USPS compliance regulations

#### FEATURED SOLUTION

- MetTel's MDaaS (Mobile Device as a Service) for fleet tablets
- Single SIM deployed in all tablets
- Remote trailer tracking connected solution with software analytics and reporting

#### KEY RESULTS

- 9 mobile and IoT vendors consolidated to one
- 10,000 lines migrated or added to one multi-carrier platform
- 100% cellular network connectivity for drivers and trailer tracking
- 28% annual savings
- 2,000+ trailers are now USPS compliant

- **Disjointed Vendor Ecosystem:** Their existing approach involved managing nine separate vendors, complicating technology integration and vendor relationship management.
- **Unreliable Connectivity:** The wireless connectivity of their fleet was plagued by inconsistency and unreliability throughout the country.
- **USPS Compliance/Regulations:** Our customer's IoT program needed to adhere to stringent compliance and regulatory standards, adding a layer of security and complexity.

## Solution

MetTel emerged as the perfect partner to address this organization's challenges. MetTel's solution included Mobile Device as a Service (MDaaS), Single SIM, and a robust IoT as a Service framework that met the customer's compliance and regulatory needs.

- **Mobile Device as a Service (MDaaS):** MetTel provided pre-configured tablets for the organization's entire fleet, handling everything including ordering, inventory management, staging, kitting, configuration, and shipping field ready devices. Mobile Device as a Service serves as many mobility services bundled under one umbrella service, which includes vendor consolidation, migration onto a more unified, cheaper platform and cross-carrier pooling to better manage multiple carrier services and invoices.
- **Single SIM Connectivity:** MetTel's Single SIM powered their trailer tracking solution. The technology ensured reliable and consistent network connectivity for the entire nationwide fleet, irrespective of location and carrier, by intelligently roaming to find the strongest signal for AT&T, T-Mobile, Verizon, and US Cellular across the US, all with one multicarrier SIM. This service is also available in 165+ countries.
- **IoT as a Service:** MetTel's robust IoTaaS framework enabled the customer to choose from multiple hardware, software, and cellular options to deploy the best solution for their business requirements and goals.

## ABOUT METTEL

MetTel is a global communications solutions provider for businesses and government agencies. We design and deploy tailored connectivity and networking solutions for voice, data, mobility, and IoT by leveraging our global private network and the industry's broadest portfolio of innovative technology. Recognized as a current Leader in the Gartner Magic Quadrant for Managed Network Services, we digitally transform legacy networks with intelligence, security, and dedicated solutions management. This unique combination of solution design, deployment, and management creates an unparalleled customer experience with enhanced productivity and cost-savings, freeing organizations to focus on their core operations. For more information visit [mettel.net](https://mettel.net), follow us on [LinkedIn](#), or call us directly at (877) 963-8663. MetTel. Connect Smarter.™

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## Impact

The partnership we formed with our customer has been transformative, as we simplified the complexity of their mobility and IoT program. Today, the organization works exclusively with MetTel for key mobility and IoT needs. The Mobile Device as a Service (MDaaS) solution alleviated administrative burdens while ensuring centralized control and heightened security across the entire fleet of tablets.

Network connectivity became a competitive advantage as our customer's tablets maintained consistent and reliable connectivity across the United States, enhancing communication, data flow, and productivity. The multi-carrier technology empowered the organization to ensure its trailers were always compliant, adhering to USPS compliance regulations.

Cost savings of 28% annually positioned our customer for further growth and innovation in its ground transportation services.

## Results

MetTel's unique ability to tailor a solution to suit our customer's specific needs, deploy that solution, and then fully manage it, provides substantial benefits to our customer:

- **Vendor Consolidation:** Nine mobile and IoT vendors were streamlined into a single platform that managed multi-carrier access, simplifying our customer's operations with one vendor and one bill, while lowering costs.
- **Network Connectivity:** With Single SIM, vehicles and drivers receive 100% network connectivity for fleet and workforce management, the customer receives better data and oversight to make business decisions.
- **Staging & Kitting:** Configuration for the in-vehicle, multi-carrier platform was tailored to the customer's mobile workforce requirements. This included Knox enrollment, MDM setup, mounting system consultation, proper wiring for each vehicle installation, application integration and ongoing support.
- **Annual Savings:** The organization slashed its mobility and IoT program costs by 28%. This included the initial savings on the hardware and data plans, as well as the consolidation of carrier contracts under MetTel and the migration of carrier plans onto MetTel's network. MetTel's white glove managed services allowed the customer's IT and operations employees to focus on more immediate and significant tasks, meeting core objectives for the business.
- **USPS Compliance:** Over 2,000 of our customer's trailers now adhere to USPS compliance regulations, ensuring seamless operations and accurate compliance reporting.

