



SOUTHERN CALIFORNIA EDISON SHINES A LIGHT ON STRATEGIC DEVICE MANAGEMENT

Southern California Edison (SCE) is an investor-owned utility that provides electrical distribution services across 50,000 square miles in California. Their transmission responsibilities cover 62,000 square miles, including central Arizona and Southwestern Nevada. According to Patrick Bellor, SCE Service Delivery Manager, SCE's primary mission is, "Delivering safe, reliable power." He continues, "Some people might think that's a small thing, but it means things need to go right every single day so our workers are safe, they go home safe and we do our job of delivering reliable power."

To efficiently communicate across the vast coverage area, SCE relies on 6,400 Motorola Solutions APX mobile and portable radios, operating on an ASTRO 25 trunked system. "When you're out in the field, the radio is your primary means of communication. It is the most stable. It works all the time," said Bellor. "When you talk about safety, our workers are often in dangerous situations and they absolutely need to reach out to somebody, knowing that that radio will work, it will communicate, and they will get the help they need."

SOUTHERN CALIFORNIA EDISON

- Delivers power to 15 million people
- Serves 15 counties across California
- 50,000 square-miles of coverage
- 12,635 miles of transmission lines
- 12,500 employees

MOTOROLA SOLUTIONS

- ASTRO 25 Trunked Radio System
- 100 Radio Sites
- 69 Mountain top sites
- 125 frequency pairs
- 6000 APX Radios
- Premier Device Management Services
- Premier Infrastructure Services



With a large geographically dispersed communication system, the challenge Southern California Edison faced was keeping the radios up to date. Bellor talks about the small, two-man team responsible for a fleet of 6,400 radios spread over 62,000 square miles. “Imagine going throughout the whole territory to do a simple update. In fact, it took literally years to do a single update. It’s sort of like if you painted the Pentagon. You start at one end and by the time you get all the way around you gotta start again. And that’s kind of what the team was doing. They never stopped. There was no downtime. There was no real management.”

As the person going from site to site to maintain the radios, Steve William, SCE Technical Specialist, shared his frustration. “We effectively have somewhere around 150 shops that I would need to go out to touch every work location. One person can’t do that and also configure radios, ship radios to the depot for maintenance, check radios back in and ensure the repair was done correctly and returned in a timely manner.”

MOVING TO A MANAGED SERVICE MODEL

“The big initiative at Southern California Edison is an evolution to a more managed service provider environment,” commented Williams. “The things that are not necessarily within our specialty field are being managed by people whose specialty it is to do that, and we just make sure that things are getting done.”

Finding a strategic solution to the problem was simple. “We have a great team from Motorola Solutions that meets with us regularly. They saw the struggle that we were having [managing the radios]. They came up with a managed services offering. We brought in a lot of people throughout my organization to see and understand the value and benefit.” After sharing the proposed Premier Managed Service contract, Bellor went on to say, “It was probably one of the easiest sells we ever had.”

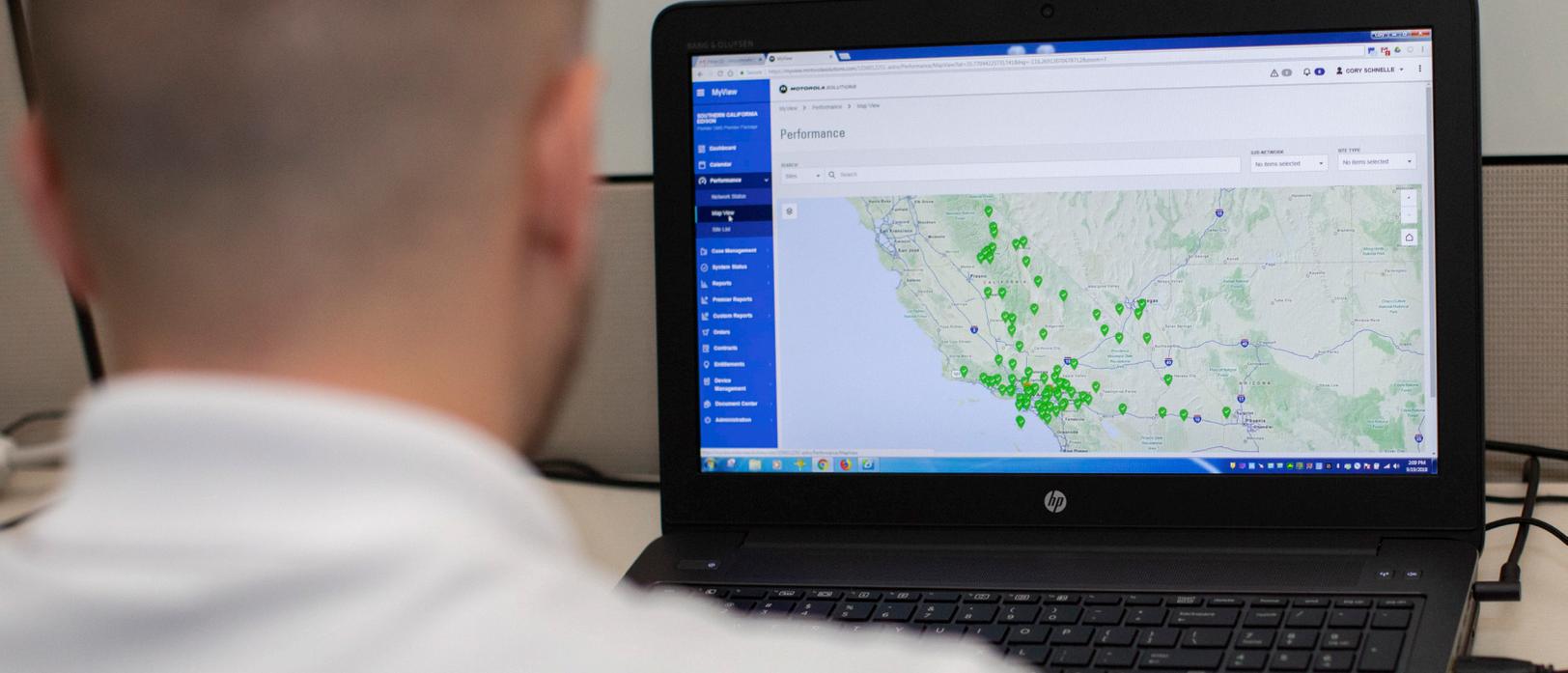
He went on to share his excitement after using the service for a few months, “A lot has changed. The biggest thing that has changed is our ability to remotely configure, operate, cut-off subscriber lines. That’s amazing. Simple things; Inventory management, asset management.”

FREING UP TIME TO MAXIMIZE OPERATIONS

“Prior to implementation of the Premier Service, I was solely responsible for the configuration of every mobile and portable radio in the radio system,” said Williams. “Since implementation, I’m now free to track tickets at a higher level. I’m able to look for trends, because I don’t have to be in the weeds, actually handling the radios.”

“The Premier Managed Service option has given us the ability to stand back from the day-to-day nuts and bolts and administer in a more efficient manner. Since implementation, I am free to track tickets at a higher level.”

Steve Williams, Technical Specialist.



PREMIER MANAGED SERVICES

"The Premier Managed Service option has really given us an opportunity to ensure that somebody other than us is keeping track of [our radios]. The over-the-air provisioning has allowed us to distribute changes on a much wider basis than we would be allowed to if we have one or two programmers going out and physically putting hands on each and every subscriber unit," explained Williams. He went on to share some of the benefits of the new Premier Managed Services.

RADIO MANAGEMENT

"The biggest plus for us was being able to delineate in a more granular manner how radios are deployed. We know that our template-122 is used at this work center. If I need to know how many mobile radios are configured with template-122, we have a much more flexible tool in RM [Radio Management] to allow us to do that inquiry."

SUBSCRIBER PROVISIONING

"If our local on-site personnel are not available and I need to get a radio provisioned 250 miles from here, I can fill out a form and send it to the Network Operations Center. They will reach out to my client, and do that upgrade for me. I don't have to do that. As licensing issues come with fleet expansion, they're looking after my licensing for me."

OVER-THE-AIR PROGRAMMING

"We literally have people scattered all over three states. Our radio users depend on their six-digit radio ID to define work location and trade. So, as a user accepts a new position and moves from one area to another, his radio ID needs to change. We can easily make those changes with over-the-air programming."

ON-SITE TECH SUPPORT

"On-site tech support has brought in someone who's been to all the latest subscriber schools that Motorola offers. We now have access to the best practices based on the latest concepts and techniques. We also have access to additional subject matter experts to help us resolve questions."

MYVIEW PORTAL

"MyView Portal provides a view into the system to help manage operations. It allows me to see a snapshot of where we are with the system at that point in time. I can see how many users we have registered. It allows me to see large call volumes at our dispatch operation facilities and then rebalance workloads."

HOSTED REPOSITORY

"The ability to have the database in a central repository means I can, at a moment's notice, determine by ID if a radio user really has their radio configured in the correct manner."



SUCCESSFULLY WORKING TOGETHER

"With the [Motorola Solutions] account team and the techs that are on site here, it's a really nice relationship," said Bellor. "It goes beyond the contract. It's consultative, where you can ask anything and know that you're going to get a response that is valuable, that helps you, that is honest. And that is where we see a lot of value."

Having confidence in the Motorola Solutions team allows the SCE team to focus on helping the users better operate the radios. "I know that the Premier Managed Service technicians will be looking at the trouble ticket queue, handling the problem management issues," said Williams. "This allows me to then go out and do ride-alongs," and focus on strategic questions like, "Are the users really using the radio to the best of its ability? As they move from this location to that location, do I still have adequate coverage?"

"It's nice to be partnered with a company where I don't have to ask, where I don't have to watch what's being done. Motorola Solutions has been an expert in this field for decades and that gives us great comfort and great value and that's why we went with Premier Managed Services."

Patrick Bellor, SCE Service Delivery Manager

COMPLEXITY MANAGED, CALM PREVAILS

"There is day-to-day daily communications that goes on with the radios but if there was a disaster, a fire let's say, now we are abundantly confident that every radio in operation will work and work correctly and effectively because we're able to monitor these radios and understand how they're functioning." Bellor continued to discuss the value of being free from daily disturbances, "The Motorola Solution techs are doing what they need to do to keep us operational. And now the folks on my staff are able to really look at this strategically and go out and talk with the business about their future needs."

For more information, please visit us at motorolasolutions.com/services



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