



Public Utility Operations Centre Case Study



“The functionality of cell phones at all times is crucial to our business, especially for our field service operators who require dependable coverage during emergency situations. Our primary mission is to provide our customers with reliable efficient service, every day, 24/7. By installing SpotCell® in our plant, we now have a communications system with improved functionality. The cellular coverage provided by SpotCell® has exceeded our expectations. The product’s easy installation combines simplicity with effectiveness.”

Name and company withheld for competitive reasons

The Customer - A Northeastern U.S. Public Utility Company

This customer is a public utility company which provides electric, water and waste water service to approximately 350,000 customers, spanning over 600 square miles in the northeastern United States.

The Challenge

The utility's operations center is constructed of concrete, brick, steel and shielded glass. The administrative and dispatch portion of the facility, which measures 30,000 square feet, had a pressing need for reliable in-building wireless coverage. The company needed to be able to provide better customer relations during day-to-day operations, particularly during power outages. In an emergency situation, cell phones are required to act as a vital backup to landline phones and VHF/UHF radio systems, while also providing much needed privacy from scanners.

The Solution

A site evaluation was conducted throughout the plant to determine the best solution. In less than three hours, a SpotCell® 100 indoor coverage system was centrally deployed on the roof. Installation was simple and quick, leading to a complete wireless coverage solution - even in areas which were secluded and far away from the unit.

The Results

Having clear cellular signals now allows this utility company to better serve its customers. The SpotCell® 100 system provides added security and comfort of knowing communications are enhanced in extreme weather conditions. In addition, the environmental limitations from the building's construction no longer interfere with the signal, so tests can proceed without delays or frustrations previously encountered with spotty coverage.



For more information on Spotwave and our full line of indoor wireless coverage solutions, please visit our Web site at:

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