

TransCOR Information Technologies

TransCOR Information Technologies offers mobile workforce hardware, software and integration services to a wide range of industries including utilities, transportation, public safety, infrastructure and telecommunications. The company's portfolio contains a broad array of solutions and equipment for mobile data applications, including rugged mobile data computers and printing equipment, wireless modems, Automatic Vehicle Location (AVL) and mobile data GPS software, along with all related vehicle mounting equipment and custom installation services.

Business Challenge

In late 2005, TransCOR was approached by a company to solve several of its wireless communications challenges within its natural gas division. In the past, the company had relied on a low speed, proprietary radio network to dispatch work orders and communicate the location of its field personnel across an area of more than 15,000 square miles. The updated and expandable solution needed to achieve a number of operational goals, in order to:

- Enable dispatch of the closest available unit for client appointments and support issues
- Respond urgently to emergencies
- Ensure the safety of both customers and employees
- Transmit reliable, efficient, bi-directional, real-time data between its field personnel and the operations command center
- Withstand the harsh operational environment within the utility industry

Based on these goals, TransCOR needed a solution that could provide real-time, two-way communication from the field and enable remote tracking and management of the gas division's vehicles and field personnel. The GPS solution needed to communicate driving directions and dispatch updates to the ruggedized PC mounted in the service vehicles, but the solution also needed to stand alone, allowing the PC to be removed from the truck for field service. In addition, the solution needed to store location information for later transmission in the event that the vehicle was out of cellular coverage or the ignition was off. Other requirements for the new wireless solution included the ability to communicate on both a proprietary radio network and a cellular network, have expansion capabilities to leverage the latest high-speed two-way communication technologies entering the telecommunications industry and fit within a limited budget.



Sierra Wireless AirLink™ Solution

After conducting extensive market research, TransCOR selected and purchased almost 900 of Sierra Wireless' AirLink PinPoint Ethernet (PinPoint-E) rugged, wireless modems for its client's field vehicles. The AirLink PinPoint-E provided an ideal fit with TransCOR's requirements. These rugged, intelligent, wireless networking devices blend a reliable always-on wireless broadband data connection with a high-precision integrated GPS receiver and offer seamless compatibility with the client's existing Microsoft® Windows® software and its rugged field computers.

AirLink™ PinPoint-E



Powered By: 



PinPoint-E modems are powered by ALEOSTM, the embedded core technology available only from Sierra Wireless. Coupled with AceWareTM, Sierra Wireless' suite of tool and utilities, ALEOS provides a reliable always-on and always-aware connection with exceptional remote monitoring and configuration capabilities, which remain essential for the company's mission-critical applications. The PinPoint-E enabled the gas division's field personnel to communicate using both the company's proprietary radio network and a public wireless data network.

Given the exceptionally stringent environmental requirements levied by the client, TransCOR integrated the PinPoint-E into a custom enclosure designed to provide additional protection and tamper resistance, while ensuring sufficient airflow and a view of the modem's status lights.

CASE STUDY: TransCOR - Information Technologies

Sierra Wireless Solution, continued

"The specific requirements of each mobile work group frequently demand custom solutions for both hardware and software components," said TransCOR President Tom Haywood. "TransCOR's goal is to meet these challenges with creative and cost-effective rugged mobile wireless integration and installation."

After the success of the Sierra Wireless AirLink PinPoint-E solution within its natural gas division, TransCOR's client plans to deploy it to all of its electricity division field vehicles, too. Since this second phase of the rollout coincides with the launch of the advanced AirLink PinPoint X Platform, TransCOR's customer has been aggressively adopting the X Platform since early 2007.

As the first stand-alone wireless networking device certified and commercially available on a new high-speed broadband network, the AirLink PinPoint X will offer multiple advantages to the electricity division. As with all products in the new X Platform, Sierra Wireless' next generation of rugged and intelligent wireless communications and networking devices, the AirLink PinPoint X offers increased processing power and expanded memory within an enhanced and scalable architecture optimized for current and future 3G wireless networks. The PinPoint X is a compact, intelligent and fully-featured mobile communications platform with multiple peripheral connections, including serial, Ethernet and USB. Expanded I/O functionality in a separate connector includes four digital inputs, four analog inputs and two relay outputs, unleashing extensive remote instrumentation possibilities. In addition, the AirLink PinPoint X is compliant with environmental Military Standards for vibration, shock, drop, high and low temperature and humidity. Its high-precision, 16-channel GPS receiver coupled with the rich embedded intelligence provided by ALEOS technology make the AirLink PinPoint X the perfect choice for a broad set of mobile enterprise, public safety, fleet management and AVL solutions.



Results

Today, the utility client continues to employ TransCOR for its Sierra Wireless AirLink telemetry solutions, enabling real-time communications among its field personnel, enhancing customer service and emergency response and facilitating routine maintenance, new construction and remote monitoring. The Sierra Wireless AirLink solution has created significant and tangible operational benefits for the utility company, including:

- **Increased productivity** – measured and proven by the amount of completed work orders by field staff
- **Improved customer response time** – tangible reduction in response time, which directly enhances customer service and satisfaction
- **Improved safety and emergency response time** – quickly dispatches the best/closest personnel to critical situations
- **Scalable solution** – latest high-speed wireless technology facilitates enhanced two-way data communication for future growth

"We are extremely pleased with the outcome of this project," said Haywood. "We received strong support from Sierra Wireless and its support staff. Our client has reported positive feedback and is very happy with its wireless solution."

Sierra Wireless - Connecting people and systems to mobile broadband networks around the world

Sierra Wireless modems and software connect people all over the world with mobile broadband networks that keep them in touch, informed, and productive from wherever they need to be. The Company offers a diverse product portfolio addressing enterprise, consumer, original equipment manufacturer, machine-to-machine, and specialized vertical industry markets. Sierra Wireless also provides professional services to customers requiring expertise in wireless design, integration, and carrier certification. For more information, please visit our website, www.sierrawireless.com



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