

KG COMMUNICATIONS

Managing Sanitation With Integrated Voice and Data

21st Century Integrated Communications

Presenter

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This document describes a new, integrated approach to voice and data communications for those businesses that provide sanitation services; technological leading-edge capabilities in the office and in the field.

Push-to-Talk that Reduces Waste

The sanitation industries are a critical infrastructure resource and key player of our local economy, keeping the area clean and collected. The industry is comprised of scheduled and non-scheduled routes and continuous response to service calls. The ability to efficiently dispatch, track and fulfill daily routes with their normal set of surprises and handle service calls as they arise requires real-time communications capabilities that span a wide variety of service locations including collection routes, service vehicles, commercial buildings, residential areas, industrial facilities, and rural areas.

Communications at the Core of Sanitation Reforms

Communications programs often take a back seat to technical and financial issues when locales undertake reforms of their water and sanitation sectors. Increasingly, though, they're seeing that communications are a critical ingredient for success. "Sanitation is a basic need. We need to bring expertise from all sides to the table and make sure we're doing everything we can. Communications programs will help everyone in the long run so we want to help sanitation companies and municipal sanitation build up their professional skills in this area," said Jae So, Program Manager of WSP.

In-Office and In-Vehicle Innovations

Effective communications is good business. Studies demonstrate how efficient communications can increase a project's cost effectiveness. For example, Columbus, OH Water Utility successfully implemented a digital mobile communications system to reduce time wasted on routes when drivers encounter non-conforming conditions. Through voice and data integration, the result was an actual result in route run time and reduction in overall overtime.

The use of Integrated Dispatch Consoles, using a combination of GPS location and instant voice communication over the robust AT&T LTE network has noticeably increased collection efficiency while promoting better subscriber compliance through instant notification of non-compliant incidents. Voice and data communications are time-stamped and location verified with voice recording allowing later review and verification. Routes run smoother and data is collected and assured.

Instant Communications Increase Efficiency, Reduces Waste

KG Comm-powered PTT enables all areas of the sanitation industry, including drivers, dispatch operators, project coordinators, service personnel, and executives, to instantly communicate using a single device that integrates PTT with mobile productivity applications and business processes. Having the ability to communicate real-time and proactively address problems helps reduce stress across an organization. KG Comm-powered PTT interoperates with two-way radio systems — without the inherent limitations — on cellular networks, Wi-Fi, and PC's so all service functions can seamlessly communicate.



Executives



Today's collection company executives are juggling a number of business, regulatory, and environmental priorities and rely on efficient communications to ensure overall workforce optimization, compliance, safety, and productivity.

With KG Comm-powered PTT, trade skills executives can easily leverage a single smartphone that provides secure PTT functionality and interoperability with two-way radios to access real-time information and business applications to seamlessly communicate and make informed decisions quickly.



Dispatchers



Dispatch operations serve a critical role for the sanitation industry and underscore the need for PTT, LMR, and PC-based dispatch communications system interoperability not only within an organization, but also across various trade skills.

KG Comm-powered PTT offers tradesman one PTT enabled device that can interoperate with two-way radios and works across the latest cellular networks (including 4G LTE, 4G HSPA+, and 3G), and Wi-Fi - ensuring coverage and real-time connectivity to employees, and location of service personnel on the road.



Drivers



For the sanitation industry, optimizing scheduling, route lengths, fuel usage, and delivery times are very dependent on the vehicle driver. Having the ability to efficiently track asset inventory and performance with in-vehicle diagnostics is essential for managing communications between drivers and transportation coordinators.

KG Comm-powered PTT supports a broad set of devices and operating systems, as well as the use of existing two-way radio technology. KG Comm-powered PTT offers a more cost-effective alternative to LMR and delivers greater coverage, features, and benefits.



Coordinators



The ability to effectively manage distribution of service personnel and resources is a critical role that spans all sectors of the industry. Coordinating service requests across a variety of stationery and mobile workers requires the ability to seamlessly communicate about availability, work orders, and reporting project status.

The KG Comm PTT platform provides a centralized contact and group management tool to simplify address book administration. The corporate administrator tool enables dynamic creation and distribution of pre-defined talk groups, which are synched to devices real-time and over the air. KG Comm-powered PTT also supports a variety of talk groups including ad-hoc and pre-defined (supported via a corporate administrator tool) - with up to 1,300 contacts and 130 groups, including up to 250 members per group.



Service Personnel



Keeping trucks on the road, completing projects and answering service calls is critical for the sanitation industry to stay on track to meet their revenue goals and expense targets. Synchronized quick response is a key in this equation, ensuring both on-time delivery of service and efficient use of assets.

With KG Comm-powered PTT, field personnel, dispatchers, and drivers can seamlessly communicate during routes, special work orders, schedule projects, and service customers - using just one device that operates across an extensive cellular network including 4G LTE, 4G HSPA+, and 3G systems and Wi-Fi.



KG Comm-powered PTT for Every Role

