



# Arizona Public Service helps keep the lights on with IBM eNetwork Software.

## Arizona Public Service benefits from an eNetwork Software solution

Even in the Valley of the Sun, it's bad when the lights go out. Nobody knows that better than Arizona Public Service Inc., the largest electrical utility in metropolitan Phoenix and in the state of Arizona. That's why APS's top priority is serving its customers promptly and efficiently.

*"I've been very pleased by eNetwork Wireless. It has great possibilities."*

*Claes Laestander,  
senior communications engineer*

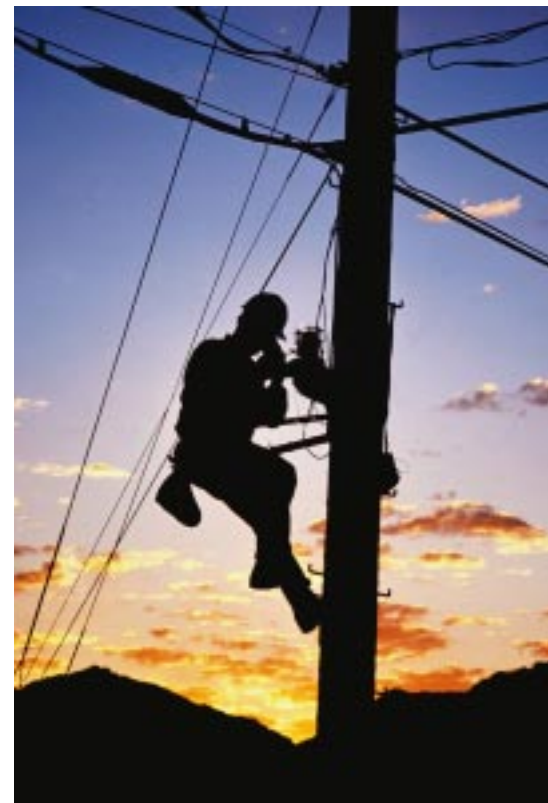
According to Nancy Sue Burggraf, senior CIS analyst for APS, superior customer service sets APS apart from its competition. Outages and other problems are rare, even during the famous Phoenix heat waves, but the utility's call center is always open. APS's trouble team of field representatives can be deployed 24 hours a day, 7 days a week. The field service staff, which fulfills routine connect and disconnect requests, uses the wireless solution as well.

IBM® eNetwork™ Wireless Software is helping this team locate problems quickly. Today, more than 100 APS representatives use laptop computers in their vehicles to get immediate access to work orders and to file prompt reports when work is completed.

IBM eNetwork Wireless Gateway and eNetwork Emulator Express, installed on an RS/6000® server, provide wireless access to the company intranet – including CICS® and computer information systems (CIS) transaction servers – and to databases containing information about service calls and trouble reports. Each representative's laptop computer runs the eNetwork Wireless client and the eNetwork Emulator Express client on Windows 95, providing efficient TCP/IP communication over wireless connections and optimized Telnet 3270 application access.

Before APS installed the wireless solution, the trouble team and field service staff used traditional voice-dispatch and paper systems. This produced costly delays when dispatchers had to handle several requests simultaneously or when heavy voice traffic crowded a radio frequency. To file job-completion reports, representatives usually returned to the office to do paperwork at the end of the day.

<b>Application</b>	Wireless data communication for field service representatives
<b>Software</b>	IBM eNetwork Wireless Gateway IBM eNetwork Emulator Express
<b>Total solution team</b>	Dataradio Corporation TOC Global Communications IBM eNetwork Wireless Software



Now, according to Claes Laestander, senior communications engineer, the IBM eNetwork Wireless solution has improved the productivity of workers in the field. From their vehicles, they have instant access to the next work order or trouble report, they can interact with programs on the intranet and they can file job-completion reports easily and quickly. Timely job-completion reports benefit other APS departments and customers too. For example, a customer service representative can now tell a customer "Yes, that work was completed this morning," instead of "I'll have to check with the technician and call you back."

For the field service staff, which handles routine connect requests, the wireless solution has eliminated the need for a radio dispatcher and allowed the other dispatchers to better assist the trouble team. Because they no longer have to deal with the routine connect calls, they are free to concentrate on outages and trouble reports.

Laestander says that APS evaluated several wireless solutions and found the IBM solution to be the only one that meets its needs. It has proven both reliable and secure: The encryption and authentication functions in eNetwork Wireless help ensure that data is secure during transmission and can be accessed only by authorized personnel.

Data compression – minimizing the amount of data transmitted from a server to a remote location – is also vital in the wireless environment. At APS, the field service staff reports fast emulator response time – usually less than five seconds per request – because of the compression capabilities in eNetwork Wireless Emulator Express. "The compression ratios are really quite impressive," says Laestander.

APS purchased the eNetwork Wireless solution through Dataradio Corporation, a licensed IBM reseller, which provides the wireless network for the eNetwork Wireless solution. Through the combined effort of Dataradio, IBM and TOC Global Communications, a leading wireless systems integrator, installation went smoothly. In fact, APS did not have to write a single line of new or custom code to integrate the wireless solution as part of its network. "It's been a very simple system to set up and administer," says Laestander.

Laestander is convinced that the eNetwork Wireless solution helps APS meet its goal of superior customer service. Because field representatives spend less time filing reports and waiting to be dispatched to the next call, they have more time to serve customers. They complete a greater number of routine requests, respond faster to problems and provide more timely information about the status of jobs.

In the months and years to come, APS expects to extend the wireless solution to more field personnel, eventually covering the entire Phoenix metropolitan area. There are also plans to include the APS "locate" team, which advises customers where buried cables are located, and to enable Computer Aided Dispatching. "I've been very pleased by eNetwork Wireless," Laestander says. "It has great possibilities."

eNetwork Wireless and Express products make up the IBM eNetwork Mobile solution: offering an Internet standards-based, open platform to connect mobile workers to their company network through wireless or dial-up connections. IBM is the only company that can provide this complete solution and also offer a wide range of services to help you design, plan and implement your solution.

## For more information

If you would like more information about IBM eNetwork Wireless Software, visit us on the Internet at [www.software.ibm.com/enetwork/mobile/](http://www.software.ibm.com/enetwork/mobile/) or send an e-mail to [mobile@us.ibm.com](mailto:mobile@us.ibm.com). For sales support in the United States, call 1 888 695-7654; in other countries, call +1 914 766-8799. For service support through the Mobile and Wireless Competency Center in the United States, call 1 800 950-7083.

## Related URLs\*

Dataradio Corporation at [www.dataradio.com](http://www.dataradio.com)

TOC Global Communications at [www.tocglobal.com](http://www.tocglobal.com)



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