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search website

[Advanced search](#)

sections

- [News](#)
- [Industry Index](#)
- [Events](#)
- [Feature articles](#)
- [Products](#)
- [Our latest Issue](#)
- [Press releases](#)
- [Marketing services](#)
- [About us](#)
- [Contact us](#)
- [Portal / Links](#)



news

Wednesday 8 September 2010

Electricity company deploys vehicle tracking and mobile communications

In Motion Technology, a specialist in mobile networking technologies that efficiently connect and manage equipment, information and people in the field, has announced Nashville Electric Service (NES) has deployed the company's end-to-end mobile networking and fleet management solution to improve dispatches, communications, and customer service.

"When we began our search for a new mobile communications technology, we set very demanding specifications," said Vic Hatridge, Nashville's chief information officer. "We found the onBoard Mobile Gateway to be far superior to laptop-based devices. Data cards are enclosed in steel and mounted in vehicles, so they are not easily broken, lost or stolen. In Motion Technology's solution integrates seamlessly with our management and dispatch system to track vehicles, while providing high-bandwidth mobile communications over any wireless network. The solution is helping us improve operations and enhance customer service, and provides a platform on which we can deploy new applications."

NES, one of the largest publicly owned electric utilities in the US, serves more than 357,000 residential and business customers across seven counties in north-central Tennessee. The company installed In Motion's onBoard Mobile Gateways in 146 bucket trucks and supervisory vehicles, turning them into mobile hotspots, providing wireless connectivity to laptops and other devices in and around the vehicle. The Gateway can roam across wireless networks to provide the highest bandwidth and most reliable communications anywhere. It is easy to install, maintain and upgrade, and requires no user intervention.

The Gateway is GPS-enabled, allowing NES dispatchers to track all vehicles on a single screen and dispatch the closet truck to an outage or service call, a capability that will reduce response times and fuel use, while improving efficiency and customer service.

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