



Large Cable Company Upgrades US Fleet with Mobile Office Technology



Billing Delays Disrupted Company Cash Flows

Our client faced a challenge with the turnaround times of status updates, ticket notes, and invoices from mobile field technicians, who were often on the road for up to 90 days at a time. When technicians returned to their home offices to replenish their supplies, they often brought in weeks of paperwork all at once. As a result, information in the central system was often out-of-date, and billing was delayed by 30 to 90 days. The company needed to speed up the exchange of information and shorten billing cycles.

Versatile Transforms Vehicles Into Mobile Offices

Versatile was selected as a partner because the company could provide an end-to-end solution.

Architects began the project by understanding the different types of mobile technicians and planning 6 vehicle kits to serve their unique needs. The kits were assembled and pre-configured at Versatile's headquarters, then shipped to a number of central locations across the west coast, midwest, southeast, and northeast United States. Two teams of engineers were then deployed to install the kits.

Each vehicle rolled into their regional installation point at a designated time. The deployment teams

installed each kit—which included a safety device that turned off the technology whenever a vehicle was in motion—in about an hour.

Over 1,600 vehicles were turned into mobile offices in about six months.

Real-Time Invoicing Improved Business Performance

Versatile's solution yielded incredible results. Technicians were able to print and deliver invoices on the spot, dramatically shortening the time it took to collect receivables. Communication between central offices and technicians improved significantly, and customers reported higher satisfaction.

Another benefit emerged as well. As a result of new technology, the company learned it could band together several mobile vehicles in a single location to form a mobile hotspot. This meant it could help support internet communication among police, fire, and other emergency departments in the case of a weather emergency like a severe hurricane or tornado.

Thanks to the project's success, the company continues to be an ongoing Versatile customer.

Technology Implemented

- 1,682 new vehicles outfitted with HP Netbooks and supporting accessories
- 300 pre-deployed Netbooks with updated software and IPC “Drivescreen”
- Asset tagging and management of 6,910 hardware components
- 23,494 components used within all kits combined
- 1,528 data connection cards
- 392 Samsung Galaxy SIII for Dept 141 with PocketCloud
- Standardization and testing of different hardware configurations
- Shipment to 5 regional warehouses
- Deployment in 22 states
- Distribution to 72 installation locations

About the Client

This nationwide cable television company is one of the leading cable operators in the United States with a focus on serving smaller cities and towns. The company offers a wide array of broadband products and services, including traditional video services, digital television, video-on-demand, high-definition television, high-speed Internet access, and phone service.

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