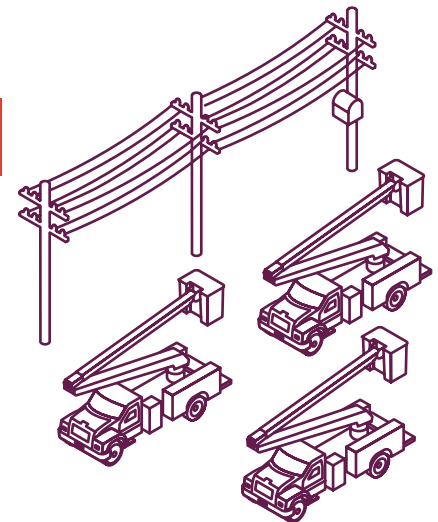# AirLink® MG90: Multi-Network Router Supports Utility

Meet Joe

Graham is an IT Director for a large northwestern utility serving millions of customers across several states, and is responsible for helping his team to provide outstanding customer service and ensuring network reliability.
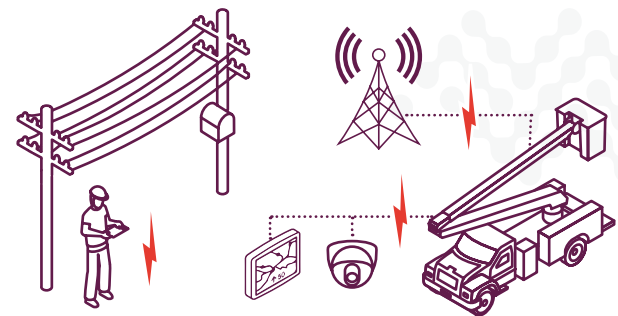
THE CHALLENGE

POOR CONNECTIVITY HAMPERING NETWORK SERVICE

With a fleet of more than 500 vehicles, the utility enterprise needs to be constantly connected to in-field workers, to enable them to locate and communicate with meters, view maps of regional equipment, access service history for call locations, capture photographs, and geo-tag assets. With the utility service area being both urban and rural, coverage is a constant concern. When crews aren't connected, this creates customer service and safety issues for the utility.

Market stat: North America led the world by increasing its high ranking in LTE market share to 44 percent.*
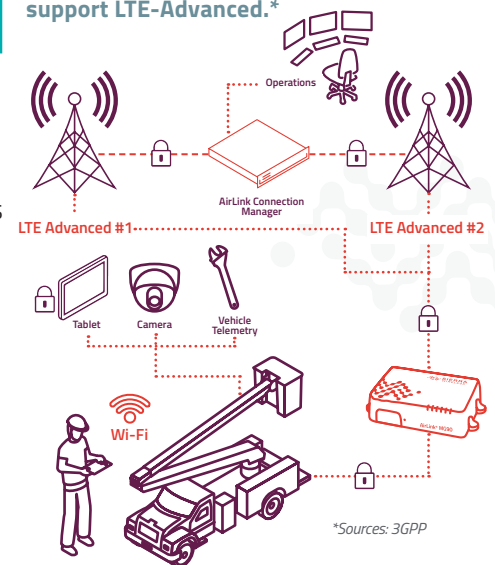

THE SOLUTION

SECURE, MULTI-NETWORK COMMUNICATIONS IMPROVE NETWORK RELIABILITY AND CUSTOMER EXPERIENCE

After defining the requirements and researching various vendors, Graham installed several trial devices in a few of his vehicles. Following the trials, Graham selected the AirLink® MG90 multi-network vehicle router from Sierra Wireless, because it provided the right connectivity at the right time with its ability to switch between cellular networks offering the best coverage, depending on the vehicle location.

Graham also discovered that network security could be achieved in a much more cost effective way than their existing solution, by using the AirLink Connection Manager (ACM)—a mobile optimized VPN server. Combined with the MG90, the ACM maintained security across multiple links, with no downtime or loss of in-vehicle connectivity, and saved costs because it eliminated that need for client software on individual mobile devices. Using the additional money saved by ACM, Graham was able to outfit 25% of his fleet with MG90s, and add high quality video cameras in every vehicle—further improving network resilience and continuing to please the utility's customer base.

Did you know? All major North American carriers now support LTE-Advanced.*

Sources: 3GPP

sierrawireless.com/MG90