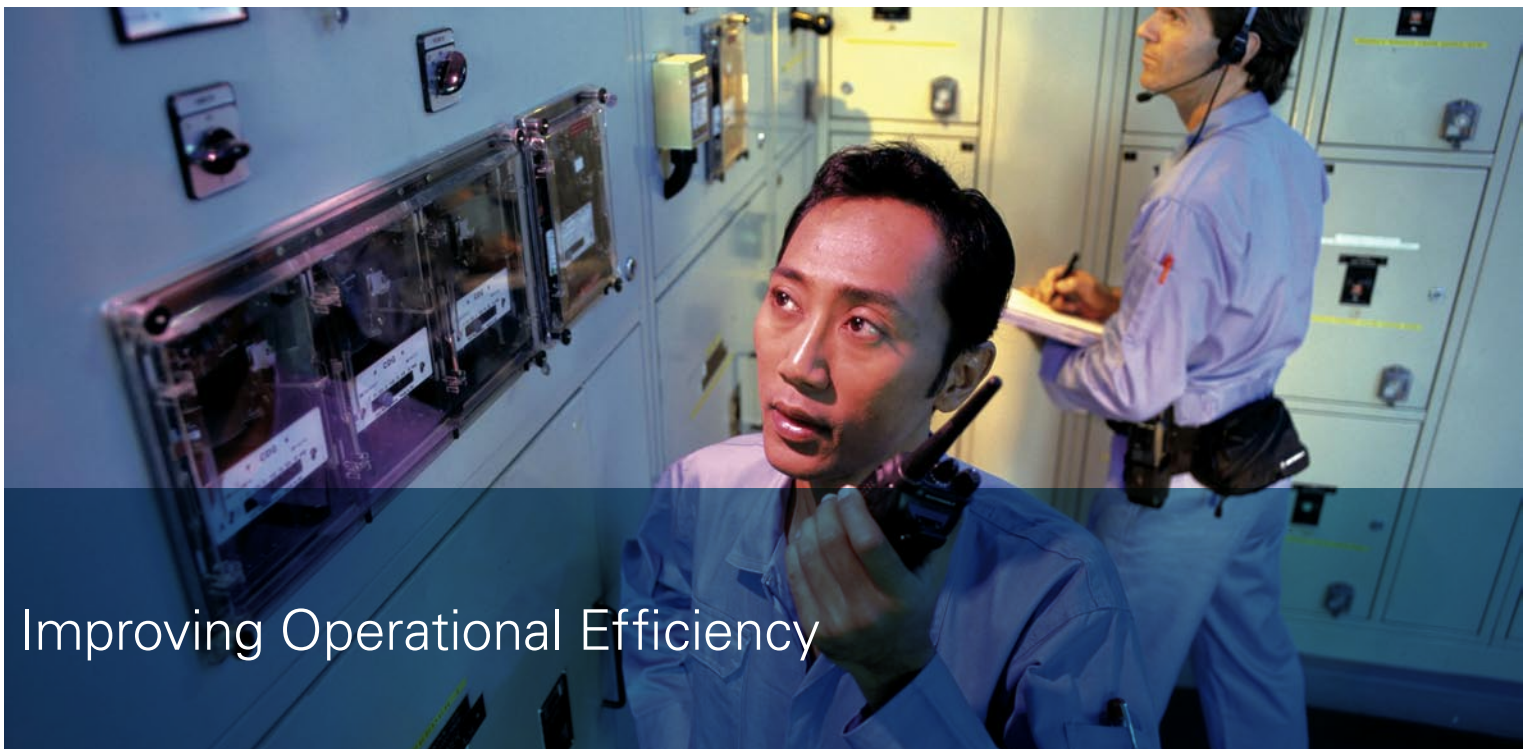


# Powering Business Continuity

Mission Critical Communications for the Utilities





## Improving Operational Efficiency

Utility companies need to maintain sound business performance and strong competitive advantage in an increasingly deregulated market. To achieve operational efficiency and cost effectiveness, wireless information and communication solutions can be used to enhance the productivity of present operations and improve customer service.

Motorola has a long standing reputation of providing integrated solutions that meet the unique communication and business needs of utility companies.



### Electric Utility

Electric Utility companies have to ensure that electricity is reliably and safely delivered to the commercial enterprise and residential communities. Motorola's wireless communication and information solutions can be used to meet the daily operational demands so as to deliver high levels of customer service cost effectively.



### Gas Utility

Gas Utility companies need to deal with the potentially hazardous nature of the gas energy besides ensuring reliably supply to the community. Motorola's equipment meets intrinsic safety requirements with Factory Mutual® (FM) approval and enables wireless transmissions in hazardous environments. Hence, industry personnel can coordinate daily operations confidently with communication solutions that enhance their productivity and ensure their safety.



### Water Utility

Water Utility companies supply the community with reliable, clean fresh water as well as manage the removal of wastewater and flood control. With widely dispersed operations, wireless communication solutions are required to provide fast and efficient delivery of water products to the customers easily and cost effectively.



## Complete and Cost Effective

### Generation and Processing

With Motorola's wireless solutions, operational personnel from the control room, maintenance, security and environment monitoring departments can greatly enhance their productivity by:

- Coordinating tasks among various functional teams for improved efficiency and cost reduction
- Maintaining employee and plant safety
- Monitoring instrumentation, resource handling and maintaining control with intelligent remote terminal units
- Communicating in privacy during situations that demand security
- Communicating in privacy with external agencies for reporting and liaison work
- Monitoring non-critical equipment and the plant's perimeter remotely for efficient utilisation of resources and service reliability

### Transmission

Transmission lines or pipelines are often criss-crossed at the countryside to transport huge quantities of electrical energy, natural gas or water to the cities. Hence, it is critical to have effective wireless communications to operate, manage and maintain the transmission systems.

From control room operations to line patrol inspection and maintenance, Motorola's wireless solutions empower your transmission personnel to:

- Quickly locate and coordinate people and equipment to construct and maintain transmission quality
- Maintain fast and reliable access to inspectors, line patrol crew and external contractors
- Restore service to customers quickly during emergencies with storm plans
- Communicate work orders in real time with remote field crews - reducing time spent in depots
- Enhance employee and contractor safety through continuous monitoring and instantaneous communications

### Distribution

The distribution network of utility companies covers many square kilometres of a town or country. Motorola's wide area communication systems can be designed to handle the large number of users and manage various tasks such as construction of a new feeder or planning of emergency response like restoring service to areas affected by sudden blackouts.

With Motorola's wireless communications solutions, your distribution personnel can:

- Remotely monitor and control feeder networks, switches and reclosers to ensure continuity of supply, establish balanced load and fast restoration of service
- Maintain supply quality and maximise resource delivery across the network to minimise outages and other losses
- Communicate individually or with work groups in the construction, maintenance and operation of the distribution network
- Maximise utilisation of supervisory staff in the field with real time access to work teams' job tickets
- Improve delivery of work orders and job tickets to field crews with accurate data transfer

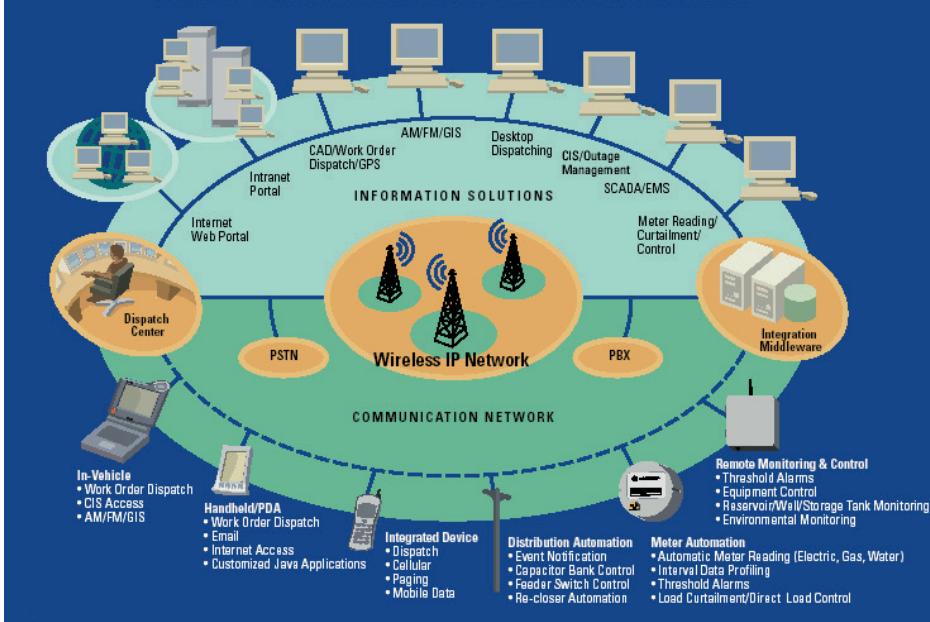
### Customer Service

From your sales agents, service crew and meter readers to inspectors and connection trucks, Motorola's wireless solutions can improve your level of customer satisfaction by:

- Establishing real time accessibility to field service work orders and credit collection information
- Controlling resource demand via remote monitoring with Demand Side Management



### Critical Communications For Critical Infrastructure



## Meeting Your Needs

We understand your needs and constantly strive to deliver unique solutions that meet your business goals and satisfy your customers' expectations.

With over 70 years of experience behind us, we are the communications partner of choice - with solutions that synergise the efficient use of information, resource allocation and communications.



[www.motorola.com/governmentandenterprise](http://www.motorola.com/governmentandenterprise)

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## Why Motorola?

### TRUSTWORTHY

With a rich heritage of leadership in communication, Motorola is well placed as your preferred solution partner. Our reliable offerings give full credence to our promise – providing you peace of mind to move faster, reach further and act with confidence.

### PASSIONATELY DEDICATED

We are committed to working with you and understanding the issues that drive your business. With offices in 16 Asian countries, our teams of experts actively engage with you all the way, ensuring that all your present and future operational needs are fully addressed.

### SOLUTIONS LEADER

Our world class track record in delivering wide-ranging solutions is second to none. Drawing on our experience, expertise, partnerships, alliances and extensive portfolio, we design and deliver solutions that enable you to make quick, informed decisions – reducing your response times as well as accelerating your operational efficiency and time-to-profit.

### SERVING TOMORROW'S NEEDS TODAY

We constantly invest in future technology and solutions. We add value to your operations through understanding the potential of new technologies and the commercial opportunities they bring. Together, we work with you in your quest towards building an intelligent solution for present-day efficiencies and future-driven needs.