



PROVING THE VALUE OF BROADBAND PUSH-TO-TALK COMMUNICATION

PROVEN PLUMBING KEEPS INFORMATION FLOWING WITH TLK 100

Whether it's a leaky sink or a sewer line problem, no one likes taking on plumbing issues. That's why Proven Plumbing has spent years providing the best solution to customers for the best price. But when faced with its own communication issues, the company had to look for a solution that would bring the team together regardless of where the job was. It found its answer in the TLK 100 and WAVE Broadband Push-to-Talk (PTT) from Motorola Solutions.

PROVEN PLUMBING

- Industry: Residential Plumbing
- Established: 2017
- Service Area: Austin, TX (North Austin, Cedar Park, Georgetown, Leander, Pflugerville, Round Rock)
- Number of radios: 8 units

THE SEARCH FOR CONNECTIVITY

Proven Plumbing, a full service residential plumbing company founded in 2017, originally used cell phones and text messaging to facilitate communication between its plumbers, management and dispatch. As the company grew, however, Proven Plumbing realized that typing each message was no longer an efficient way for the team to communicate. Individual text conversations made it challenging for the plumbers to take advantage of the group's collective knowledge to solve an issue and even group texts were difficult to keep track of and could not be safely used during transit.

By 2019, Proven Plumbing knew it needed a solution for fast, reliable group voice communication. The company reviewed several radio vendors but didn't feel like a traditional radio solution would provide

the connectivity or coverage the team needed. That's where Crosspoint Communications stepped in.

As an account manager with Motorola Solutions' channel partner Crosspoint Communications, Sean Fletcher knew the TLK 100 and WAVE Broadband PTT could provide the plumbing company with a new team communication system that had reliable coverage and was easy to use.

"I've seen companies from construction to hospitality to transportation benefit from the wide coverage and fast, reliable communications provided by the combination of TLK 100 and WAVE Broadband PTT," Fletcher said. "Recommending it to Proven Plumbing seemed like a no-brainer."





CONNECTION, CAMARADERIE AND MORE

After switching to the TLK 100 and WAVE broadband PTT, Proven Plumbing experienced a significant increase in efficiency, with its team handling 20% more calls in a given workweek. In addition, with the TLK 100 running on a nationwide network, Proven Plumbing has been able to gradually open new markets to expand its service, according to the company's owner, Louis Natale.

"Using the nationwide network, our plumbers get the coverage they need wherever they have to travel," Natale said. "It's also created a greater sense of camaraderie amongst the plumbers because they feel like they are part of a team rather than just on their own in the field."

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– Louis Natale, Owner of Proven Plumbing

Proven Plumbing employees use the TLK 100s and WAVE solution as a quick way to request assistance in getting parts out to a job site or putting out a call for help when another set of hands is needed. Even more importantly, they use the TLK 100s as a collaboration tool to ask each other for advice when addressing unexpected problems. Additionally, plumbers are more likely to notify management and dispatch with status updates on their jobs, making it easier to manage assignments.

In addition to the simplicity of PTT instead of texting, Proven Plumbing found the physical qualities of the TLK 100 made for a smart investment.

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– Sean Fletcher, Crosspoint Communications

"The TLK 100 is far more durable compared to a traditional smartphone and it doesn't have a screen to distract our employees when they are traveling between job sites," Natale said.

The plumbing company progressed from using five TLK 100 units on a two-year contract to eight units and a dispatch position that provides seamless communication between employees out in the field and management. To help keep conversations focused, Proven Plumbing uses four talkgroups in addition to one-to-one PTT communication: All Talk, Dispatch, Plumbers Only, and Dispatch/Management Only. Management uses the WAVE Customer Portal to easily program and manage contacts, talkgroups and features.

Today, with help from the TLK 100s and WAVE, Proven Plumbing is able to get the right parts and information to the right plumber when they need it, ensuring that it can continue to provide its customers with the best possible service, at the best possible price.



For more information about the TLK 100 radio and how Motorola Solutions is proving the value of push-to-talk communication, visit www.motorolasolutions.com/wave



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