

SOUTHERN CALIFORNIA EDISON GAINS A COMPLETE VIEW OF THEIR SYSTEM

Southern California is home to over 15 million residents and countless visitors who enjoy the natural beauty of the area from the beaches of Catalina Island to Shaver Lake campgrounds to Mammoth mountain ski trails to the solitude of the Mojave Desert. Southern California Edison (SCE) provides the critical electrical power grid to this topographically diverse region of the United States. To provide communications for their work force, SCE operates 6000 APX radios on a 100 site ASTRO 25 trunked radio system including infrastructure and consoles.

Many of the sites reside in remote areas such as the site on Mammoth Mountain that gets an average of 20 feet of snow a year or the SCE's Hydroelectric Generation facility called "Big Creek" in a very beautiful, but rugged and remote mountain range just south of Yosemite National Park. This diverse terrain can be a challenge to maintaining the critical radio infrastructure required by the maintenance and repair crews of SCE.

To look after the entire communication system and keep it running SCE has a Premier Managed Services contract with Motorola Solutions. "Motorola builds and maintains radio systems much better than we can," said Steve Williams SCE Technical Specialist. "Having [their] resources at our fingertips gives us a lot of comfort that when we go home in the evening if something happens, it's going to get fixed as quickly as possible."

SOUTHERN CALIFORNIA EDISON

- Delivers power to 15 million people
- Serves 15 counties, across California
- Covers 50,000 square-miles
- Manages 12,635 miles of transmission lines
- Employs 12,500 people

MOTOROLA SOLUTIONS

- ASTRO 25 Trunked Radio System
- 69 RF sites
- 28 Console sites
- 6000 APX radios
- Premier managed services
- MyView Portal
- On-site system manager



HOLISTIC APPROACH TO SYSTEM MANAGEMENT

Having Premier Managed Services has enhanced the way the system is monitored, routine maintenance is performed and issues are identified, then resolved. Brandon Belisle-Lamoureux, the on-site Motorola Solutions system manager, explains the holistic approach to system management, "Motorola Solutions provides 24/7 monitoring of their system. They are able to gain access to the current health of their system, what is functioning well and what offers opportunities for improvement." He goes on to explain his role, "As system manager to Southern California Edison, the customer relies on me to provide actionable data, present it in a way that is easy to understand and make recommendations to them that they can implement going forward to be more efficient in their operations."

A VIEW INTO THE SYSTEM

Part of the premier service is a comprehensive view into the system through the web-based MyView Portal. This platform provides real-time infrastructure and device information from the Motorola Solutions Network and Security Operations Center (NOC/SOC) to analyze critical actions, open cases, provide security patches, send emergency alerts, identify preventative maintenance activities and review historical trends. According to Belisle-Lamoureux, "MyView provides both the customer as well as necessary Motorola Solutions support folks, such as myself, a view into the system at a very high level, drill downs for additional information, and then, if there are issues, the information needed to resolve an issue."

EASY TO OPERATE

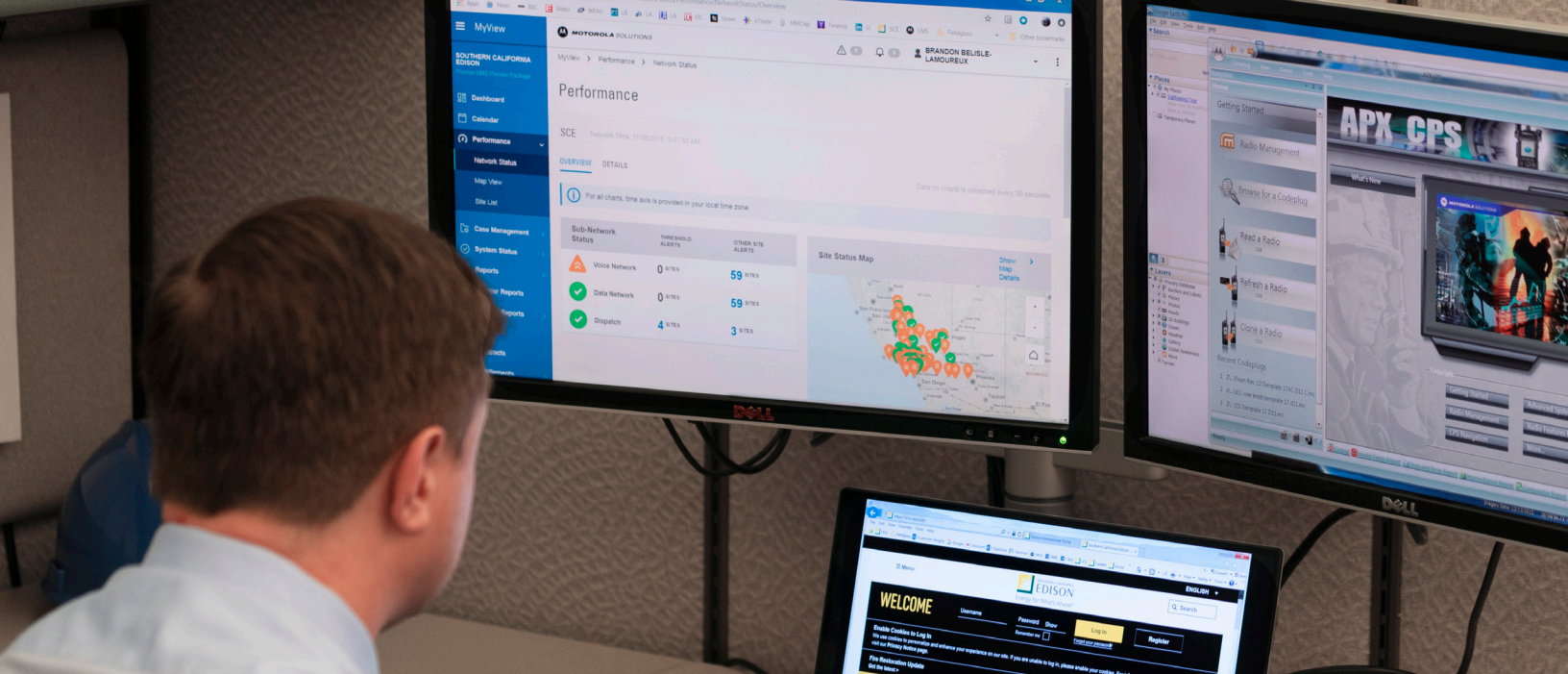
"One of the benefits of MyView is that it is really easy to use," states Belisle-Lamoureux. "You've got an easy navigation bar on the side that will send you into whatever piece of the system that you would like to view. In a matter of seconds you're able to see everything from how your infrastructure is performing, to how many devices are currently operating on the system, where they're located, how heavy the usage may be, and if there are any issues."

One of the key screens is the system status map Williams explained, "It allows me to see if I have a site problem. It allows me to more expeditiously see into the system and thereby more efficiently answer questions about what's going on."

"MyView reduces the data into an easy to digest format. It is the one-stop shop to see very quickly the state of the system."

Steve Williams





INFORMATION IN A MATTER OF SECONDS

Without a consolidated portal, addressing issues and getting the right information often requires users to go to multiple systems sometimes at multiple locations or make multiple calls. Belisle-Lamoureux explains how quickly he was able to answer a customer's question. "There was an issue with a device that was sent in for repair. I was able to access MyView and see exactly what was happening, when that device had arrived at the facility to be repaired, what work was being done, tracking information and when the customer could expect to receive the device back in working order. MyView saved me a lot of time from having to work across multiple systems. And I don't even know if I would've been able to get all of the information, let alone in a matter of seconds."

THE VALUE OF A SYSTEM MANAGER

"The big plus that I get with Brandon being here is his topographical knowledge of our system. If there's a question that comes up he's able to quickly get the appropriate resource brought to bear for service restoration," shared Williams. "A lot of the reports that he's able to produce for both the infrastructure and the subscriber unit management teams are invaluable."

With someone dedicated to watching over the system, Williams feels he can now better focus on his customers. "It has allowed us to spend more time with our clients, to help them better understand [the radios] so that they can use them more efficiently. The only way we can do that is to be out there in the field with them."

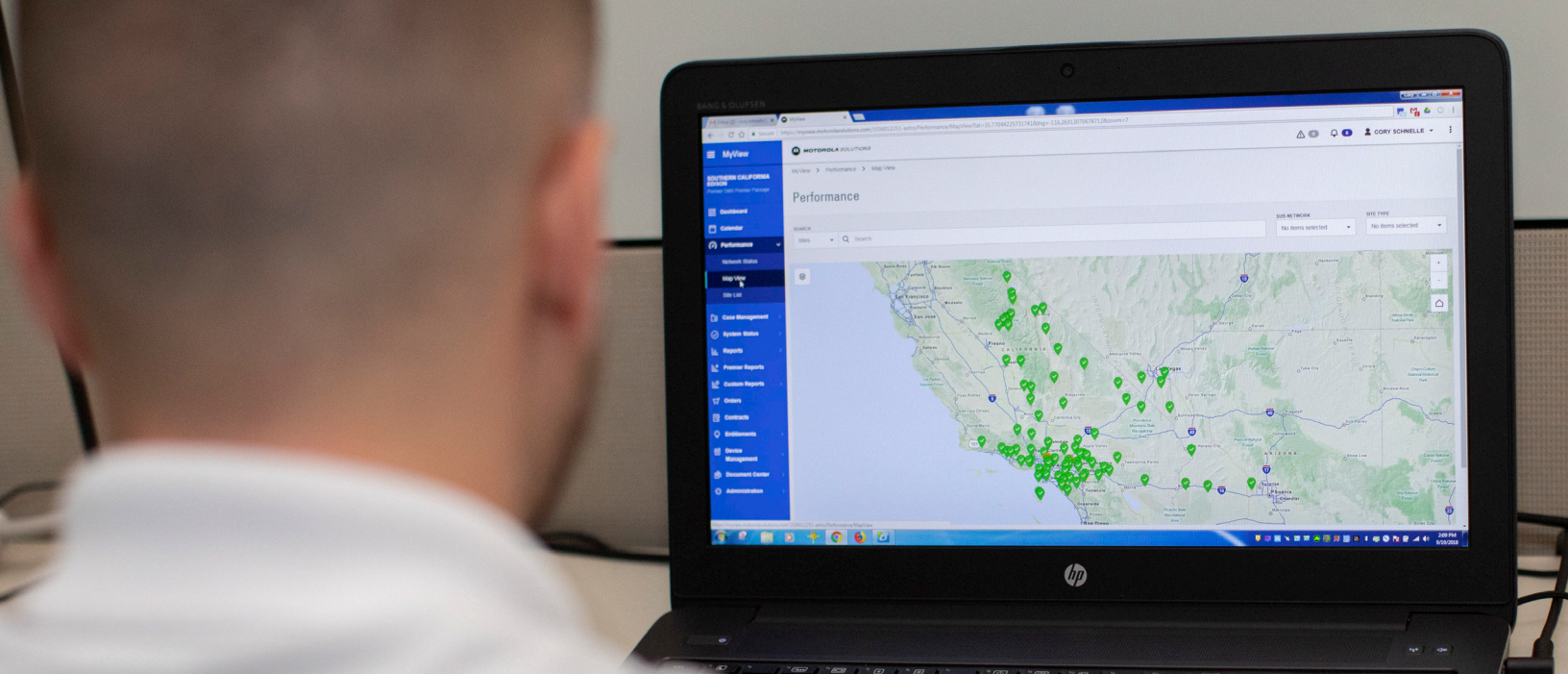
CONVENIENT ACCESS

As SCE technical support, Williams is responsible for providing communications to SCE management and employees. "I look at MyView two or three times a day. It allows me to quickly get a snapshot of the radio system, whether it's with the system status overview maps or drilling down and looking at what's going on at an individual site."

Belisle-Lamoureux explains how convenient it is to access MyView Portal. "Essentially anybody can go onto whatever device they have, their laptop, tablet, cell phone, and they can pull up a view of the system from anywhere that they may be, and get a quick look and make sure that everything is functioning well."

"Customers that are not using MyView are probably spending a lot of time looking for pieces of information across multiple systems when they could have access in one place."

Brandon Belisle-Lamoureux



GETTING AHEAD OF ISSUES DURING AN EMERGENCY

Disasters are a real threat in the geographically diverse areas of Southern California. SCE has to be prepared for earthquakes, snow storms, heat waves and wildfires. Since communications plays a critical role in restoring electricity during and after a disaster, it is important to know the status of the system in real time.

During recent wildland fires Williams discussed the value of the My View portal when coordinating with the business resiliency group on potential communication impacts caused by raging fires such as increased site traffic due to additional crews in an impacted area or a fire taking out a site. "We were able to watch the amount of site traffic via MyView and coordinate with systems technologists as they brought the sites back up and as service was restored. Being able to use the information to keep management both within the department and their higher command echelons aware of the situation proved the value of the tool."

BEING CALM LETS US FOCUS ON CUSTOMERS

"The complexity of a system with 6,000-plus subscribers and 69 radio sites could overwhelm us very easily," said Williams. "The one-stop shop, the state of the system view that we have in MyView, the access to the resources for incident resolution, allows us to go home at the end of the day and not lose sleep over what's happening with our system." He goes on to say, "With the complexity managed, the calmness that prevails is that we understand our system fully, whether it is knowing what to expect out of the battery that's installed on a portable radio or knowing that the upgrade operations team is working on our core. It allows us to not worry so we can concentrate on our business providing efficient, safe electrical utility service to our customers."

For more information, please visit us at motorolasolutions.com/services



Motorola Solutions, Inc. 500 West Monroe Street, Chicago, IL 60661 U.S.A. 800-367-2346 motorolasolutions.com

MOTOROLA, MOTO, MOTOROLA SOLUTIONS and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. © 2019 Motorola Solutions, Inc. All rights reserved. 02-2019

"During recent wild fires, MyView generated an alert and I was able to see in real time one of our sites go down. It allowed me to take the first steps in resolving the issue faster than I would've been able to do before MyView."

Brandon Belisle-Lamoureux