

City of Everett

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City of Everett Solves Fixed and Mobile Connectivity Challenges with Sierra Wireless

The City of Everett improved connectivity for officers and equipment with AirLink® routers, and with AirLink Management Service, the IT team can support and manage the devices remotely.

QUICKFACTS

Company

City of Everett
(<https://everettwa.gov/>)

Customer Profile

Located 25 miles north of Seattle, WA, Everett is the largest city in Snohomish County with a population of more than 100,000. Today the city is home to Boeing's aircraft assembly plant and a large naval base – Naval Station Everett. Because of the city's proximity to Seattle, Everett has become a bedroom community and is now connected to Seattle via an interstate highway and a range of transit services.

Objectives

The City of Everett needed connectivity solutions to ensure law enforcement officers could respond effectively to calls for service, and to enable utility operations to better monitor and manage systems in remote locations.

Results

- Law enforcement officers reliably connected in their vehicles enables them to better respond to calls for service
- City utility workers can monitor remote locations and systems and avoid sending techs to investigate and resolve issues
- IT team is experiencing lower calls for support, allowing them to focus on higher priority tasks

Sierra Wireless Products and Services

- AirLink MP70 and AirLink RV50, managed via AirLink Management Service

“ We selected the MP70 because it conformed to our security requirements but also can be remotely monitored and managed. ”

Kevin Walser, IT Project Manager, City of Everett



CHALLENGE

Managing the resources of a city is a huge challenge. With aging infrastructure and tight budgets, city managers need to find the right balance between offering citizens the necessary services for quality of life and doing so efficiently. City operations span a wide array of services and involve both mobile and fixed infrastructure. Much of the workforce in a city is mobile protecting the public and critical infrastructure. Police officers, firefighters, transit operators and utility crews all need to be connected to operations – to send and receive information during their shifts. Critical infrastructure also needs to be managed – like wastewater plants and utility substations.

The City of Everett was experiencing several challenges:

- Police officers were experiencing connectivity problems in their cruisers which was affecting their ability to respond to calls for service,
- SCADA systems in Everett Utility needed to be connected so that they could be remotely managed and monitored, and
- The IT team was experiencing high volumes of calls for support and having to either take vehicles off the street or dispatch support to remote sites to address problems

SOLUTION

For the police force, the city needed a solution that would ensure officers could be connected reliably and securely, and one that would be simple to manage and maintain. This would improve not only officer satisfaction but also the productivity and efficiency of the IT team. They also wanted a solution that would be compliant with new federal and state security requirements – FIPS140-2.

To that end, the city did a trial with the Sierra Wireless AirLink® MP70 mobile router in a police cruiser. IT staff were able to configure and manage the device remotely, and officers noticed a dramatic improvement in connectivity. Following the testing, the City of Everett decided to deploy the MP70 in all police and fire department vehicles and AirLink® Management System (ALMS) for their IT team.



“The IT team is now able to proactively monitor and manage the devices from our office. We’re getting fewer support calls, we’ve reduced truck rolls for support, and the officers have noticed a dramatic difference in connectivity.”

Kevin Walser,
IT Project Manager, City of Everett

“We selected the MP70 because it conformed to our security requirements but also can be remotely monitored and managed,” said Kevin Walser, IT Project Manager, City of Everett. “Officers can access state and federal databases, receive real-time dispatch data and complete reports from their vehicles. And with ALMS, the IT team can configure, monitor, troubleshoot and diagnose issues from our office.”

For the SCADA systems in Everett Utility, the city tested the AirLink® RV50 industrial LTE router and determined that it met their needs for ruggedness, reliability and remote management. Now SCADA system data can be sent wirelessly from remote locations back to utility operations automatically, and teams can take action to address problems proactively.

RESULTS

The city has deployed the MP70 in all police and fire department vehicles and is now doing a trial in its transit fleet. “We’re really pleased with the results,” said Kevin Walser, IT Project Manager, City of Everett. “The devices are reliable and stable, and we’re able to comply with federal and state security requirements. And the IT team is now able to proactively monitor and manage the devices from our office. We’re getting fewer support calls, we’ve reduced truck rolls for support, and the officers have noticed a dramatic difference in connectivity.”

“Having worked with Sierra Wireless in the past, we know the company to be a reliable and trustworthy supplier. We’ve seen excellent performance from both the MP70 and RV50, and the management system has changed the way we provide support to our various teams,” said Mr. Walser. “Ensemble Solutions Group has been a great partner in this project. We wanted to work with a team that could not only provide hardware, but all the engineering services and support we would need. They helped us identify solutions and put together an architecture that worked, and the support we’ve received has ensured a successful project.”



About Access Wireless Data Solutions

Access Wireless Data Solutions (AWDS) provides advanced cellular connectivity solutions for M2M and IoT fixed and mobile applications. We understand wireless and as an industry leading distributor and value-added reseller of cellular gateways and modems we work closely with our customers to implement technology to keep them connected.

Access Wireless Data Solutions is your premier value add reseller for the best in brand cellular routers and modems. Access is the first word in connecting your networks. These devices from industry distinguished OEM manufacturers are designed to fit your cellular application, both fixed and mobile, in our modern IoT and M2M world. Our professional consultative sales team is ready to assist with device recommendations for your project. Let us do the heavy lifting so you don’t have to.

For more information contact AWDS at (813) 751-2039 or visit www.accesswds.com.

About Sierra Wireless

Sierra Wireless (NASDAQ: SWIR) (TSX: SW) is an IoT pioneer, empowering businesses and industries to transform and thrive in the connected economy. Customers Start with Sierra because we offer a device to cloud solution, comprised of embedded and networking solutions seamlessly integrated with our secure cloud and connectivity services. OEMs and enterprises worldwide rely on our expertise in delivering fully integrated solutions to reduce complexity, turn data into intelligence and get their connected products and services to market faster. Sierra Wireless has more than 1,300 employees globally and operates R&D centers in North America, Europe and Asia.

For more information, visit www.sierrawireless.com.

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