



Washington EMC's primary commitment to its members is to provide the best energy service at the lowest possible price. The co-op is located in Sandersville, Georgia.

SUCCESS STORY:

Washington EMC

Designing a Custom-Tailored Solution for Efficient Two-Way Radio Communications

The Customer

Locally owned and operated, Washington EMC is a non-profit electric cooperative that provides power to customers throughout ten counties in Georgia. The cooperative is dedicated to improving the quality of life for the people in Georgia, and that has been its goal since its inception in 1937. Today, Washington EMC serves approximately 15,000 accounts.

The Challenge

Maintaining two-way radio communications throughout ten counties is a challenge in itself. The original system purchased by Washington EMC had interference issues. The second had coverage issues. And the third system had decent coverage—but only when it was up and running. At that point, the Washington EMC staff decided to bring in a professional consultant. During a two-way radio accessory search online, they found BearCom, who offered to undertake a careful look at the communications issues the cooperative had been experiencing.





The Solution

BearCom worked with Washington EMC to create a solution that had the exact functionality the customer desired. BearCom staged the four-channel, four-site Motorola PassPort system with Trident Automatic Vehicle Location (TrAVL) and Motorola MTR2000s at dbSpectra's facility and at BearCom headquarters in the Dallas area. Chris Biggers, Manager of Information Systems for Washington EMC, flew to Dallas to complete the checklist for the final acceptance test. It was then that he realized the extent of the service BearCom was providing. "It was apparent that this was not BearCom's first rodeo," said Biggers.

The Results

During the final installation phase, BearCom's service technicians, project managers, and General Manager of the Atlanta branch worked overtime to make sure the solution that was provided fit exactly what Washington EMC wanted. And a little more than a year after the installation, the system is still working great. Linemen in the field, customer service agents, and managers at all levels continue to experience dramatic improvements in audio clarity and overall system functionality.

"We could have purchased a Motorola solution from anyone, but we bought it from BearCom because of its top-of-the-line customer and technical service."

Chris Biggers

Manager of Information Systems
Washington EMC

Learn more about how BearCom's state-of-the-art wireless products and solutions can help increase productivity and deliver true mobility to your workforce. Call 800.527.1670 or visit one of our 26 branches across the U.S.:

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BearCom provides a broad line of high-performance wireless communications products, services, and complete mobility solutions. Founded in 1981, BearCom is America's only nationwide dealer and integrator of wireless equipment, serves customers from 26 branch offices located throughout the U.S., has several affiliated offices around the world, and employs approximately 400 people. BearCom is headquartered in the Dallas, Texas area. For more information, visit www.BearCom.com.

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