



TeamConnect by pdvWireless makes teams more productive!

Our newest customers have provided the details on how they plan to use their TeamConnect service to manage their communication, reduce call volume and more...

✓ **INSTANT Accessibility – Connect with your entire team!**

- Security Group – Communicate via group and one-to-one – private call, call alert, emergency initiate, talk around.
- Tactical Agency – Instant Communication between officers.
- Bus Company – Primarily using group call – wide area coverage in NJ – clear signal.
- Liberal Arts College – Group collaboration, better communication with shuttle drivers.
- Real Estate Company - Coordination and instant communications; pdv Network is better than cellular.
- Field Service Company - Loves group communications and the ability for Dispatch to be able to private call the trucks when necessary; Better communications with their fleet when in the field to coordinate driver activities.
- Security Company - Stellar voice quality with the ability to communicate throughout the metroplex to dispatch/officers.
- School District - Voice quality and communication throughout metroplex for any special functions (i.e. football games, field trips, etc).
- Field Service Company - They will now be able to instantly reach coworkers as most of their previous communications went to voicemail.
- Security Company - Instant Communication with superior voice quality to include the capability to talk from radio to smartphone where they can listen to the officers even when not on duty.
- Construction Equipment Rental Company – Wants the Instant Communication PTT provides especially when moving heavy equipment to construction sites.
- School Bus Company - The customer plans to use our Metro Talk plan on approximately 150 buses in their 350 bus fleet. They primarily stay within the city of Philadelphia, but they also do charters outside of the city as far north as NYC and as far South as DC. Excited about clear digital signal, wide area coverage, potential to move all buses to one system.
- Towing Company - Need for Two-Way radios to continue with a township towing contract. Customer is eager for dependable, crisp, clear and no-dial communications. Group talk is important to them as well.
- Security Company - This is a win back. The customer left us and tried other networks, but discovered that ours was the best for portable radio coverage allowing instant communication.
- Towing Company - Utilize group and private call to coordinate between drivers rushing to accidents and breakdowns on Freeway.



- Towing Company – Instant accessibility to contact drivers on their way to service and tow vehicles.
 - Landscaping/Snow Plow Company – Customer is excited to be able to instantly communicate with drivers, maintenance and dispatch.
 - Shuttle Bus Company – Customer values the importance of instantly communicating to shuttles that provide transportation on campus at a state university.
 - Transportation Company – Customer is interested in instant one-touch communication between warehouses.
 - Construction Company - Customer is excited about the ability to link their radios to smart devices for instant communication.
 - Towing Company – Customer’s previous radio service didn’t cover their expanded work area. Now they reach drivers in an expanded area for instant communication.
 - Cab Company – Previously dispatcher had to consistently leave messages, they are now looking forward to be able to contact drivers instantly.
 - Towing Company – Customer values instant communication so they can react to a wreck and be first on site as well as to coordinate between trucks.
- ✓ **Realtime Location – see workers on a map to improve workflow**
- Security Group – Knowing where team is at during all times throughout the day/night.
 - Waste Company – The dispatch solution they had in place dispatches from the yard and management doesn’t know where their drivers are at following check-in and check-out of the yard.
 - Government Agency – No location service today and needed one to know where their drivers were at, how long they were stopped for, etc.
 - Construction Group - See where the worker is and what job they just got done with - this will help organize their day better and fit in more jobs if possible. Before using our application, the dispatch needed to call all workers and ask them their current location.
 - Concrete Company - Always know where the drivers are and color code specific jobs/trades (only were able to see six drivers at a time on previous system).
 - Field Service Company - Track drivers in the field as they travel to service various airports.
 - Transportation Company – Customer has GPS on his equipment, now will be able to locate his team members as well as equipment.
 - Ambulance Company – Customer plans to track the ambulances to ensure proper routing and pick up. Our app will make it easier to track their vehicles and ensure the fastest route is achieved
 - Towing Company - Ability to know where drivers are during all hours of the day/night and instant notification of an emergency, accident and more.
 - Towing Company – Needed GPS tracking as their vehicles were being used during the evening w/o the owner knowing where they were and who was using them.



- Security Company - They will be able to immediately speak to the entire team and communicate important information, such as an emergency situation. GPS will allow them to track the real time location of their employees, both to ensure employee accountability and to dispatch assistance to team members in need.
- Doggie Day Care – Customer operates 2 doggie day cares handing 200 dogs a day. The owner wants to be able to listen to the employees and provide advice and instructions to them as well as use GPS tracking for any off-facility excursions.
- Security Company – Customer will now be able to track patrol cars and use geofencing to manage and track their entire field work force.
- Construction Company – They will have the ability to track whether employees are on the job site when they are supposed to be.

✓ **Reduce call volume**

- Security Group – Setting up status messages such as patrol start, patrol complete, escalation, arrived, issue, update, safety issue and lot cleared; Ken (owner) would also like reports such as a radio call report.
- Tactical Agency – Reporting 10-7 and 10-8 (On Duty/Off Duty) via status messaging allows the Dispatcher to be free of non-priority calls so they can handle priority/emergency calls.
- Construction Company – Currently using smartphones with calls going to voicemail 90% of time when trying to get supervisor or worker. Using a time card app – may use us once contract expires.
- School District – Parents are constantly calling in regarding ETA. The ability to send tracking will allow them to monitor times without clogging up dispatch.
- Investigation Company - Allow dispatchers to focus on priority/emergency calls by officers utilizing status messaging for day to day tasks.
- Transportation Company – Using Status Messages like Enroute Pickup, Enroute Delivery, Arrived Pickup, Arrived Delivery, Repeat Info, Taking Lunch, Enroute to Office, Out for Fuel.
- Construction Group - Customer is fed up with dialing a phone number to get a busy signal or worker not picking up. Using PTT the owner of the business will be able to get a hold of workers quicker.
- School District - Previously bus drivers and maintenance had to make constant radio calls to notify dispatch of regular routines – they look forward to eliminating unnecessary calls for routine documentation.
- Construction Company – The customer is looking forward to having the ability to talk instantly to their main partner, which will help eliminate a significant amount of unnecessary phone calls and get the job done quicker.



- ✓ **Promote Safety – Reduce Driver Distraction / Overall Employee Safety**
 - School Bus Company – Parents at two affluent schools complaining about drivers using cell phones while driving.
 - Tactical Agency – For safety purposes, dispatchers have the ability to locate the officers at any time.
 - School District – Improved response times; updates on status of traffic; child safety.
 - Investigation Company - Safety and security with visibility of officer's location and breadcrumb trail.
 - Shuttle Company - Instant communication without the use of cell phones will improve safety for the team/company and reduce driver distraction.
 - Government Agency – Better method to be able to communicate while on the road – eliminate driver distraction via cell phones.
 - Private School - In case of an emergency, Security can contact school administration immediately and locate them to ensure safety.
 - Transportation Company – Safety is very important to the customer and being able to reach employees instantly is key.
 - Bus Company - Customer is excited to have better and safer communication with all buses wherever they are.

- ✓ **Employee Accountability – know where your employees are when they report an issue**
 - Waste Company – Dispatch aware of what drivers are doing on their shift.
 - School District – Geofencing will assist with accountability and ensuring drivers do not leave proximity for field events without contacting supervisor.
 - Protective Services Company - The owners will be able to track the location of their employees without having to call them directly for confirmation to ensure that each employee is monitoring their respective assigned locations.
 - Bus Company – Management likes clock in/clock out feature as they would like to know when exactly a driver leaves the yard and when they return – drivers are paid hourly.
 - Plumbing and Heating Company – Customer likes having instant access to employees in the field as well as the breadcrumb trail and geofence to see when employees arrived and left jobs. They will also have a more accurate account of employee hours worked.
 - Towing Company - Management will have a higher level of accountability by reducing excuses as to why drivers did not answer their phones.
 - Construction Company - Owner manages field personnel with radio communications and keeps employees accountable.

- ✓ **Reduce Paperwork (Reporting)**
 - Security Group – Owner would like reports such as radio call report, issue/incident report, etc.
 - School Bus Company - Running weekly reports on one offs extremely important to them.



- Field Service Company - Work order form created through our app for tablet with signature capture will allow the customer to utilize forms that will reside on console versus using paper format eliminating an inconsistent paper trail.
 - Plumbing and Heating Company – Customer is very excited about instant job updates available on our application. They will eliminate the time spent on inputting data at the end of the day on their computer. They now will have proof of job start time with a time stamp of job location. They will reduce billing time and be able to sort jobs more efficiently.
 - Government Agency – Customer will be using our application to document any issues the employee would need to write down the detail manually, they want something more dynamic that will take less time for employees.
 - Private University – The customer is using our dispatch software to track students getting off at each stop throughout the day. This is saving 2 hours of manual paperwork per day. Drivers are now able to stick to a tighter schedule, which is beneficial for the students and administrators.
- ✓ ***Improve Customer Service / Proof of Service***
- Real Estate Agency - Better documentation for more billable hours, bread crumb trail for proof of service performed, less time to calculate current manual work order.
 - Liberal Arts College - Students will be able to know where bus is and less on dispatcher; know when shuttle will be late.
 - Construction Company – Improve response time on change orders, job information and installation; also currently using a time card app.
 - Auto Repair Company – Customer is interested in using PTT for instant communications on smart devices and also will be utilizing photo documentation within status messaging.
 - Trucking Company - With the PDV network and GPS tracking, the customer will be able to work more closely with their clients and develop a stronger working relationship for quicker customer response & service.
 - Government Agency – Customer is looking forward to ensuring work force is completing jobs correctly and in a timely manner, and will be able to respond more quickly to residents for removal of debris, road fixes, etc.
 - Food Distribution Company – Customer will have quick fulfillment of any shortage on a delivery without fear of going to voicemail. Employees feel more confident knowing that they have solid communications.
 - Towing Company – Customer has a large contract for towing on specific highways. The customer is excited to have instant communication amongst co-workers and office to ensure they are serving their clients well.



- ✓ ***Make manager's life/job easier – one comprehensive system available on all types of devices***
 - School Bus Company - Customer is interested in having one source to view information – right now they have multiple screens. Managing from one site, including tablet. They need ability to see drivers from iPhone and utilize group call to monitor activity
 - Field Service Company – TeamConnect is new to them and they see the advantages – realizing the full potential of a combined solution.
 - Transportation Company – Customer previously didn't have online dispatching and wanted a way to replace base stations in office. TeamConnect Hub enabled them to meet their goals.

*To get more information on how you can utilize TeamConnect for your own team - give us a call at **1-877-301-2154**.*

TeamConnect will improve your team's efficiency, reliability and customer service!