

CASE STUDY

# City of Phoenix

## MetTel accelerated Phoenix's digital transformation with a new approach to fleet management.

As one of the most forward-thinking cities in the nation, Phoenix was among the first to adopt smart city technologies, partnering with MetTel to provide their Fleet Management and mobile workforce solutions.

### Customer

Phoenix is the United States' fifth-largest city with a population of over 1.6 million, in an area of nearly 1000 square miles. More than 22 million people visit metropolitan Phoenix each year. Greater Phoenix's major industries are, 1) high-tech manufacturing, 2) tourism, and 3) construction. Greater Phoenix is the corporate headquarters of several Fortune 500 companies. There are hundreds of neighborhoods each with unique and differing needs.

### Challenge

Because of its rapid growth in the past decade, the City of Phoenix realized that it had to become more efficient in how it offers and delivers citywide services. The city wanted to a digital transformation to help automate proof of service, inspections, and other record-keeping. Phoenix was looking for new ways to serve its citizens with automated dispatching equipment and better route planning. But most importantly, it wanted to better ensure the safety of its vehicles and drivers.



### Summary

#### CUSTOMER PROFILE

- 5th most populous city in the U.S. with population of 1.6 million
- Initially, working with Public Works and Water Departments

#### CHALLENGE

- Intense city growth and increased population
- Aging infrastructure with increasing demands
- Smart city adoption
- Lack of visibility into actual equipment, scheduling, maintenance, and outages
- Time consuming and inefficient paperwork
- First responder lesson from the past

#### FEATURED SOLUTION

- Complete Fleet Management program
- Automated vehicle and equipment maintenance scheduling
- E-documentation of paperwork, including customer complaints
- Real-time reporting and additional safety features

#### KEY RESULTS

- Improved efficiency of existing field workforce
- Cut vehicle operating expenses
- Reduced speeding and improved driver safety
- Increased insurance safety rating
- Lessened downtime and unforeseen repairs

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## Solution

MetTel delivered a complete, managed service program to the City of Phoenix. This includes vendor consultation, all packaging and purchasing of systems and devices, installation consultation, deployment training and staff support within the Public Works and Water Departments. In addition to providing Fleet Management platforms, MetTel provides their drivers with rugged tablets, each loaded with MetTel's exclusive IoT Single SIM. Now, the drivers always have the strongest connection as they moved about the city limits.

Additionally, the City of Phoenix now has a single-pane view into their workforce, which includes location-based intelligence, industry-leading driver safety scoring, and vehicle diagnostics tool used through an integration with the AssetWorks platform. The city has seen huge gains in efficiencies by enabling visibility into actual timing of services, including trash pick-ups. This is cutting down on issue resolution with the operations centers, saving the city and its tax payers money. Also, they have gained information on the routes taken each day, enabling the city to restructure routes for efficiency and reduce overall cost.

Because their contract is with MetTel and not a wide array of individual providers, the city can benefit from MetTel's growing ecosystem of the market's best technology partners, enabling the city to seamlessly accommodate changing requirements and technology. The City of Phoenix receives what it needs—now and in the future—delivered with MetTel's turnkey, managed service approach.



### ABOUT METTEL

MetTel is a leading global provider of integrated digital communications solutions for enterprise customers. By converging all communications over a proprietary network, MetTel enables enterprise companies to easily deploy and manage technology-driven voice, data, wireless and cloud solutions worldwide. MetTel's comprehensive portfolio of customer solutions boosts enterprise productivity, reduces costs and simplifies operations.

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## Results & Impact

### FEWER COMPLAINTS

One immediate result has been with the Public Works Department, which receives 1,000+ calls daily from residents asking about service. Call center agents now have real-time information so they can answer exactly when customer's trash was picked up (or attempted to be picked up). This has reduced customer complaints immensely.

### PROOF OF JOB COMPLETION

The city can now refute all unsubstantiated claims by instantly accessing data that proves job location and completion.

### REDUCING FUEL COSTS

MetTel's solution utilizes GPS telematics to limit speeding and wasteful idling, detect harsh braking/rapid acceleration, optimize routes, eliminate unauthorized usage, reduce run-time and verify fuel expenses.

### REDUCING THEIR CARBON FOOTPRINT

All MetTel fleet programs aim to reduce the number of miles driven, stay up-to-date on maintenance to control emissions, monitor GHG emissions, and track alternative vehicles (Hybrid, Electric, Natural Gas).

### PLATFORM CHOICES

Each agency can make individual choices based on their differing needs and budgets giving them choices of a variety of platforms.

