



Distribution of Wireless Broadband Equipment

Motorola Two-Way Radio Case Study Endless Journey Internet



Scope of Services: Endless Journey Internet, Inc. provides Internet services and has been in business since 1996. They provide an array of offerings including dial-up, DSL, fiber and fixed wireless broadband Internet services to a range of clients in Michigan. Providing wireless services requires Endless Journey to build and maintain wireless infrastructure including installing systems on towers and providing backhaul and subscriber unit services.

Issue: Endless Journey uses trained personnel to deploy and provide daily maintenance to sustain excellent levels of service. To achieve this end, its technicians must have effective communications. To date, the staff has utilized cellular phones when they deploy in the field. Several issues have arisen that caused Endless Journey to re-evaluate its use of cell phones use in the field. First, staff frequently has to climb towers (as high as 300 ft) and work in conditions not always conducive to traditional cell communications. After dropping three Apple iPhones in a row while installers were working on towers, Endless Journey had to make the internal decision to halt the use of cell phones in the field by its staff. However, communications are still required.

Solution: Jon Hoeweler, Account Manager for Streakwave Wireless, Inc. heard about Endless Journey Internet's communications issues and spoke with them about a possible solutions. He suggested a Motorola 2-Way radio system to help facilitate an effective onsite communications. Jon suggested the team be provided eight Motorola CP200 portable radios, IP-57 speaker microphones, and over the ear inline microphones for in field use. The Motorola CP200 radios are build for field use and packed with features that can be used by Endless Journey's technicians. The IP-57 speaker microphones would be good for year round use as they are weatherized and made for rugged use. The inline ear microphones can be used for indoor use when not exposed to the elements.

Originally, Endless Journey sought six or seven portables. Jon recommended for eight to take advantage of the then current Motorola \$250 rebate on the purchase of eight such radios. The radios were programmed for free by Streakwave's 2-Way radio service department. Endless Journey Internet is now able to resume communications between technicians and use them on site and safely for tower climbs, installs, and vital communications between their staff. They are able to maintain communications with the Operation's Manager via the scan feature that is built into the radios. The radios also allow them to speak among the staff and there is no monthly charges.

Benefits Gained: No more falling iPhones, less cost, effective features and rugged performance for an effective in-field communications solution. According to owner Jason Schuster, "We are now able to have the connectivity we need without the issues which caused us to cease cell phone communications while on the job. This is an effective solution. Problem solved."

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