

Getting Visibility Into Cellular Networks

Amica Insurance Uses Locality™ to Maximize Mobile Investments

Amica wanted to reduce employee downtime caused by poor cellular network and technology performance in the field. The company selected NetMotion Wireless' Locality, the first-ever cellular network performance management software, to troubleshoot connectivity issues and choose the best networks and devices for its mobile workers to be productive. Amica employees now spend less time troubleshooting connection issues, and more time serving customers.

Lacking Insight Into Cellular Network Issues

Known for exceptional service, many of Amica's auto and home adjusters are out in the field all day, traveling from site to site. For these adjusters, their vehicle is their office, allowing them to visit more customers and provide the highest level of service possible. Because of the mobility required to do their jobs, the adjusters rely heavily on public cellular networks to access critical data and applications, including web-based estimation and claims systems. "Our field-based employees need the same consistent access our office-based workers have," said Greg Saugy, Senior Network Operations Specialist with Amica. "And while we have tools to make that happen on the LAN, and WAN, a lack of visibility across our mobile cellular deployments complicated matters."

Amica's IT staff struggled to resolve employee connection issues. A growing number of adjusters were continually hitting coverage gaps in the field, which was hurting productivity. When IT staff were able to work with adjusters to review the issues, it would often take a week or more to troubleshoot various aircards or review coverage areas to find the source of the problem.

Amica realized getting to the source of connectivity issues was always going to be a challenge due to the lack of visibility into the cellular networks their field workers were using. When the issue was raised with the carrier, the insurance company was given static coverage maps that indicated everything was working great. But it definitely wasn't.

"To keep our employees productive in the field, we needed to learn definitively what's working, what's not and why," added Saugy. "Without that, we can't quickly and confidently fix those issues interrupting the productivity of employees."



ORGANIZATION

Amica Mutual Insurance Company

INDUSTRY

Insurance

OBJECTIVES

- Reduce field employee downtime
- Troubleshoot cellular network connectivity issues
- Create a solid inventory of deployed mobile assets

SOLUTION

- Locality, cellular network performance management software

RESULTS

- Significantly reduced downtime by choosing the best devices for mobile employees
- Gained granular visibility into cellular networks and field user experience
- Gained the ability to track all deployed devices, assigned users and firmware

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Senior Network Operations Specialist

Finding a Solution: First-of-its-Kind Software Tool

Amica decided to conduct an evaluation of Locality, the first-ever cellular network performance management software. At the end of the evaluation, the company was thrilled to have the capability to actually “see” what users were experiencing in the field. Soon, Amica was ready to deploy.

“When one of our field agents called in to say there was a problem in the field, we began to ask questions and then started guessing at what the problem might be. We sometimes spent a week going back and forth, troubleshooting aircards and devices,” said Saugy. “This caused a lot of downtime for our employees and it hurt their productivity. With Locality, however, we could get performance information that quickly uncovered the root of the problem. It provided us with the data and internal justification to get the right cards for the right locations.”

““ Locality has been great for us to determine the best aircards and, the best technology, and to quickly troubleshoot field connectivity issues.

– Greg Saugy
Senior Network
Operations Specialist ””

Troubleshooting in Real Time

Locality helps Amica evaluate how its mobile data deployments are working in real-time. IT staff can now quickly resolve connection issues, as well as proactively identify persistent problems. Using connection and device data gathered from each mobile user, Locality creates maps and reports that give IT staff the insight needed to quickly troubleshoot performance issues. “Locality’s dropped connections report helped us confirm that a number of our deployed aircards were not working in certain areas where adjusters were consistently traveling,” said Saugy. “Using this data, we were able to justify making the switch to new aircards with a different carrier and it immediately solved the problem. Our adjusters were extremely happy. In the end it helps them deliver better customer service.”

Since spending less time troubleshooting connection issues, Amica’s IT staff has been able to focus on other activities. “We’re excited about all the new opportunities we have to save time, money and resources,” added Saugy. “Having key cellular network performance information at hand will help us save 100-plus hours annually among support teams and field employees.”

Expanding Capabilities for the Future

Amica is expanding its deployment of Locality, loading the software onto new Lenovo and Panasonic Toughbook laptops for its growing mobile force. The company knows it is only scratching the surface. “We’ve really only used Locality to help troubleshoot the coverage issues,” said Rande D’Alessio, Development and Support Specialist I for Amica. “But we can see where there are so many other useful functions that will help us in the long run.”

With Locality, Amica can also reduce wireless deployment expenditures by identifying under-utilized or unused mobile assets. “Locality’s inventory feature will help us confirm who has aircards, who’s using them and who’s not,” said Saugy. “We’re going to be able to save money by transferring cards from those who aren’t using them to others who will.” The insurance company is also able to compare and select carriers based on real performance data from field users and choose the computing devices and data networking cards that provide the highest productivity.

“Locality has been great for us to determine the best aircards and the best technology, and to quickly troubleshoot field connectivity issues,” said Saugy. “We look forward to rolling this out further to consistently save time and resources.”

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