



TIME WARNER CABLE

Time Warner Cable (TWC) is one of the nation's largest providers of cable television and Internet access. The 600-person Memphis division serves approximately 6,500 square miles and 200,000 customers in Tennessee, Arkansas and Mississippi.

OBJECTIVE

TWC wanted to improve the productivity of its field staff and reduce the time and cost associated with several industry field requirements. TWC's operations break out into two major areas: structured employees who service TWC customers on a scheduled basis using work orders provided to them and unstructured workers such as "auditors" who manage their own workflow tracking signal piracy. Both use RF leakage detection equipment to detect RF signal leakage and both are required to document and submit records of any leaks discovered. TWC sought to automate the processes of these two groups as much as possible.

SOLUTION DESCRIPTION

TWC integrated its workflow operations with Sapias Mobility™ from Sapias, a field force and mobile asset optimization service provider. The software's Location Messaging Unit and Sapias Mobility platform is deployed across TWC's entire fleet of service vehicles, using Kyocera 200 wireless modules interfacing through the Verizon Wireless CDMA2000 1X data network. "We started with a test on 60 units," explains Steve Phillips, a director in the Memphis division for TWC, "but we quickly expanded it to all 200 vehicles." The solution enables TWC to do real-time anywhere communication and tracking of both people and automated processes out in the field.

Using Sapias Mobility, customer support technicians at TWC are able to track work orders and instantly route new or missed work orders to the closest vehicles in the neighborhood, saving time and wasted route miles. And if work orders are missed, real-time reporting allows supervisors to track vehicles to see if workers have strayed from their routes or are running behind. "This allows dispatchers to quickly and easily re-route remaining jobs if necessary," says Phillips. "This helps us improve customer service and reduce overtime costs."



www.timewarnercable.com

COMPANY DESCRIPTION

- The 600-person Memphis division of Time Warner Cable serves approximately 6,500 square miles and 200,000 customers in Tennessee, Arkansas and Mississippi

OBJECTIVE

- Improve the productivity of its field staff
- Reduce the time and cost of staff supervision and non-customer-related field requirements

SOLUTION DESCRIPTION

- Sapias Mobility™ Service
- Kyocera 200 wireless modules
- Verizon Wireless CDMA2000 1X data network

RESULTS

- Documented total savings of \$271/vehicle/month
- Reduced overtime costs by \$119/vehicle/month
- Saved \$87/vehicle/month in reduced mileage
- Realized \$65/worker/month in additional work orders performed
- Improved efficiency in signal pirating and signal leakage programs



A-List™
Finalist



Time Warner is a 2005 finalist for the 3G A-List Award in the Large Company category.

The 3G A-List Awards recognize the leading builders of successful wireless data solutions based on 3G CDMA (CDMA2000 1X, EV-DO, and WCDMA/UMTS) technology. **To learn more about the A-List, please visit www.3galist.com**

SUPPORTING PARTNERS

The A-List also recognizes supporting partners for their enabling role in assisting winners with their wireless data deployments.



TWC can also automatically track components of its field employees' daily performance. "We get a time stamp of when employees pass the gate each morning and evening, so we can see who's getting started late or who's ending their day early," says Phillips. "And we can do vehicle GPS tracking snapshots to make sure our piracy auditors have covered the addresses assigned to them. Or roll up on a vehicle and do a surprise inspection. It allows our supervisors to manage more and monitor less."

TWC is also able to automate some of its information gathering in the legal and compliance areas. "The new system adds some legal clout to our evidence documentation in piracy cases," Phillips notes. "Now the GPS of the truck at the time of the piracy discovery goes into the file to help validate our claim."

RF leakage monitoring was converted from a manual process to an automated one whereby any TWC truck driving by was equipped to detect offending RF signals and instantly report the RF reading along with the time and GPS coordinates to the system. "The data is automatically compiled and instantly reported," notes Phillips. "So there's no diversion of

field staff time to stop and write down addresses and readings."

RESULTS

TWC has been able to document significant increases in worker and vehicle output due to the efficiencies of its new wireless system. Moreover, the company has been able to improve the employee to supervisor ratios as well as shift the focus of its remaining supervisors from monitoring day-to-day compliance to managing more compelling issues.

TWC has been able to attribute specific savings to the new

Sapias/Kyocera solution as well. "Over the first 75 days, we were able to realize a \$271 cost savings when calculated on a per vehicle per month basis," Phillips reports. "Across 200 vehicles, that adds up to a significant financial windfall." Indeed, TWC measured a \$119 reduction in overtime, an \$87 savings in reduced miles, and a \$65 productivity bonus in increased work orders performed."

The productivity gain was particularly telling. "One of our supervisors noticed that some of her drivers were finishing all of their jobs by as early 2:30," Phillips says. "With the new solution, she was able to assign them up to four additional jobs per day—a 29% productivity improvement."

We knew if we finished one extra job per technician per month through new routing efficiencies, the wireless solution would pay for itself. That made our decision to implement this system a no-brainer.

*Steve Phillips
Director, Memphis Division
Time Warner Cable*