Queensland Urban Utilities Upgrades Mobile Technology Solutions

Queensland Urban Utilities has purchased 110 Motion Computing rugged F5 Tablet PCs for its Brisbane-based crews.

Water distribution and retail business, QueenslandUrban Utilities has rolled out new mobile technology, boosting its frontlineresponse to water and wastewater call-outs.

With more than 70,000 planned and responsive jobsdispatched each year, (including water, wastewater, and mechanical and electrical jobs)Queensland Urban Utilities has purchased 110 Motion Computing ruggedF5 Tablet PCs for its Brisbane-based crews.

Project Manager, PaulTuckey, said upgrading the Queensland Urban Utilities tablet fleet has improvedthe information flow to and from field crews. This has enhanced customer service and at the same time improved crewproductivity.

We aim to keep ouroperational crews out in the field as much as possible, and while we had tabletPCs previously, we needed new, more reliable technology to provide ouremployees with timely and accurate job information, he said.

The significant take up ofthe new F5 tablets by crews has further reduced the need for paper dockets andfor our field staff to ring in job updates by phone to our job dispatch area.

Crews receive all thedetailed job information electronically on their tablet PC. As they progressthrough the job, they send updates and work orders are automatically closed oncompletion.

Now one of Australiaslargest water businesses, Queensland Urban Utilities provides water andwastewater services to more than 1.3 million people in a diverse service territory covering 14,300 square kilometres.

More than 90 Brisbane-basedcrews are already using the new F5 Tablet PCs and the business plans to rollout to a further 10 crews shortly.

Working with both Motion andreseller TLC IT Solutions, Queensland Urban Utilities also purchased mobiledocks for vehicle installation.

Weve seen great uptake bythe crews and this is because the Motion tablets are a functional solution thatis rugged, compact and portable, Mr Tuckey said.

This has been a great leapforward for the crews and for our business, and has enhanced the quality andquantity of data electronically entering our work order management system.

The F5 Tablets PCs weresuccessfully tested in a three-month trial in early 2010 as part of apartnership between Queensland Urban Utilities, Motion and TLC IT Solutions.

About Motion Computing

Motion Computing is a leading provider ofintegrated mobile computing solutions, combining world-class products withservices customised for the unique needs of target vertical markets. Thecompanys enhanced line of rugged tablet PCs, mobile point of care solutionsand accessories are designed to increase mobile productivity while providingportability, security, power and versatility. Motion Mobility Solutions offersa complete portfolio of products, services and support that helps ensure asuccessful mobile deployment for increased productivity, reducing project riskwhile delivering a more rapid return on investment. www.motioncomputing.com.au

About QueenslandUrban Utilities

Queensland Urban Utilities delivers water andwastewater services to 1.3 million residents in five local government areas,including Brisbane, Ipswich, LockyerValley,Scenic Rim and Somerset. Established as a result of State Government waterreforms, Queensland Urban Utilities is one of Australias largest waterretail-distributors, employing more than 1200 staff. For more information, visitwww.urbanutilities.com.au

About TLC IT Solutions

TLC IT Solutions is an Australian owned andoperated company specialising in the design, implementation and support ofintegrated Modular Mobility Solutions and related infrastructure. Drawing onextensive experience working with major Utilities, Government and emergencyservice organisations, TLCiTS combines best of breed technology products andservices to deliver proven, scalable solutions which meet our customersdiverse needs. As a respected solutions integrator, TLCiTS provides customerswith one single point of contact for all their Field Force Automationrequirements including In-Vehicle Communications, Duress, PervasiveCommunications, ADR Certification, Vehicle Telemetry, Route Optimisation,Strategic Interface and Security. www.tlcitsolutions.com.au

Contacts

Lynne Peterson
61-2 99492019
mailto: LPeterson@motioncomputing.com