

Federal Government Department

THE SITUATION

During a national emergency, millions of people would depend on life-saving medical assistance from this service within a U.S. government department. It is comprised of a network of over 9,000 physicians, nurses, and emergency personnel. They are both paid and volunteer employees who are arranged in locally-coordinated response groups around the country.

Experience gained from the tragedy of Hurricane Katrina revealed the chronic problem with depending on cellular technologies in an emergency situation. Consequently, this group started to look for another system of communication that would be more reliable and continue to operate in the event of a local or national emergency.

THE SOLUTION

USA Mobility's network reliability is already well known among the company's many satisfied customers within local, state and federal government agencies, so ours was a name that the service knew they could call on for a solution.

The USA Mobility proposal offered an unbeatable combination of cost, customer service and resilient satellite networks. And this group recognized it immediately. Already over 1,000 two-way devices have been distributed and they will be adding 500 one-way pagers to that total. The service has also requested funding to purchase 7,000 additional pagers and other wireless devices.

Though this application was designed to provide critical communication during a major regional or national crisis, it didn't take long for them to find that the USA Mobility system's flexibility makes it a great help even for local emergencies, too. Ultimately, they hope to have everyone in their extended network of first-responders carrying a USA Mobility pager.

In addition, the dedicated Customer Service queues that USA Mobility provides for government accounts gives this critical support service additional confidence that their vital need for fast response will be supported.