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# CASE STUDY

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## THE SITUATION

The naval complex at Pearl Harbor serves as a major homeport and “pit stop of the Pacific” for the submarines and surface ships of the U.S. and Allied Pacific fleets. It is the U.S. Navy’s busiest harbor. Port Operations there schedules ship movement and also coordinates and provides assigned waterfront services to all homeported and visiting vessels.

The U.S. Navy has a long list of requirements for fast and reliable wireless communications services at Naval Station Pearl Harbor. As the One Source for Wireless, USA Mobility is well positioned to provide the Navy with solutions, along with durable hardware and rapid response to their urgent requests for service and assistance.

## THE SOLUTION

“USA Mobility provides both one-way and two-way messaging services that are used for deployment of sailors,” said Charles Lee, Contracting Officer. “Group-wide messaging can alert the entire crew of a particular ship to a deployment decision.”

The massive Pearl Harbor shipyard alone requires 1,200 paging devices to outfit its crew. Officers can use group notifications to distribute information on work schedules, ship movement, and emergency alerts to members of specific work groups. In case of an approaching Pacific storm or other natural disaster or emergency requiring larger-scale response, administrators can reach all users at once, no matter what work discipline they fill, to allow for the earliest coordinated response to the crisis.

As with many civilian healthcare facilities, the U.S. Navy hospitals at Pearl Harbor use USA Mobility pagers to alert clinical staff to “code” situations as well as to provide group notification of non-critical information.

For all of these uses and more, the immense responsibilities shouldered by the U.S. Navy means they require an immediate response to their needs. And USA Mobility supplies it. Our specialized government queue for customer service calls gets them the help they need without delay.