



SYSTEMS APPLICATIONS DIVISION – INDUSTRY SOLUTIONS

With our “One Source For Wireless” solutions giving you confidence that critical messages are delivered quickly and accurately! Integration of multiple vendor communications systems, such as paging systems, wireless telephone systems, voice-recognition systems, paging service providers, cellular service providers, location-based (asset tracking) services and e-mail systems into a single, powerful and unified communications system across your entire enterprise using one of our wireless solutions will increase security, profits and efficiency of your employees.

USA Mobility uses a consultative approach in helping you determine the right wireless solutions roadmap for your business communication needs. Whether you want to integrate your current system or deploy a plug-and-play application, we'll help make you, your organization, your workforce more productive and your business more profitable.

Our Systems Applications Division can provide you with a unified communications system across your entire enterprise using our “One Source For Wireless” solutions approach.

Hospitality Solutions
Manufacturing Solutions
Church Solutions
Financial Services Solutions
Energy & Utilities Solutions

Hospitality Solutions

The hospitality industry prides itself on providing the best possible guest services. You have intricate communication and security needs. You rely on instantaneous communication around the clock, from every location on your premises. Our solutions can help you streamline operations, increase team effectiveness and boost your profits.

Highly Personalized Service - Guests demand it, employees benefit from it and owners profit by it. You know the importance of balancing good customer service and coordinating profitable activities while simultaneously communicating with your various teams. Imagine the many ways you can enhance service by being linked to real-time information and communications when and where you need it. The right communication solutions are critical for providing your guests world-class hospitality.

USA Mobility brings you rewarding solutions, which support the variety of complex needs in today's hospitality environment. In casinos, restaurants and other settings, you can have reliable and effective communication anywhere, at any time throughout your facility and simultaneously streamline your business communications, simplify administration, increase cost-effectiveness, and boost your profits.



Bringing together all wireless communications into a single system improves employee access and efficiency where they can access business-critical information and communicate no matter where they are.

Enhance your guest's experience by coordinating your intricate communication needs and get immediate notification of changing conditions such as potential problems, fire alarms, network alerts, and gaming equipment status.

- Extend your cross-property management to include security, housekeeping, maintenance, slot and casino floor hosting, check-in, hospitality and concierge services where guests benefit from faster service and attention.
- Track the effectiveness of marketing and advertising campaigns.
- Maximize accountability, oversight and control by being able to identify, allocate, control, price, and bill your communications costs.
- Reduced infrastructure implementation costs and the unsightly array of antennas and components.

Hospitality Services - IT Solutions

Commtech Wireless Logo

The hospitality industry is one of the fastest growing industries in the world. It is the hub for both business and recreation and as such, guest service is paramount in maintaining and expanding your clientele. Increasingly, paging systems are depended upon as the vital link in alerting staff to matters of security and fire as well as normal operations such as meetings and locating staff quickly and quietly. A paging system will ensure that your staff receives a written record of tasks, automatic workload distribution or automated calls from alarms and group calls directly on their pocket pagers.

BasePage2000 is a cost-effective solution for any size organization. Messages can be sent to staff quickly and easily from different locations using multiple methods. In addition, most all equipment associated with BasePage2000 has a small profile. Because of the small profile, expansive equipment rooms or penthouse areas are not necessary to house the system.

IRM System Logo

Providing excellent guest services differentiates quality hotels, casinos, and resorts from the rest of the pack. Thwarting this effort, more and more hospitality organizations are being asked to do more with less. Increasing efficiencies in communication between management, facilities staff and housekeeping is one way to ensure operations run smoothly and the bottom line is always in focus.

The IRM System from USA Mobility provides the hospitality industry with a cost-effective messaging solution to make communications more effective. Integrating the IRM with guest management systems can provide automated messaging to keep operations running smoothly.



Emergin Wireless Technology Logo

Hotels, casinos, resorts, and spas are responsible for enhancing the guest experience and ensuring customer safety on the property. At the same time, these organizations must manage housekeeping, maintenance, procurement and banquet functions.

The Emergin Communication Gateway (ECG) allows hotel personnel to handle guest-related events such as guest/VIP check-ins, banquet services, supply needs, housekeeping requests, and other special services more efficiently. At casinos, remote slot monitoring drastically reduces the amount of time required for manual slot machine checks. Find out why Bally's, Four Seasons, Ritz-Carlton, and Tropicana trust Emergin and USA Mobility for their hospitality solutions.

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http://www.usamobility.com/bus_solutions/systems_apps/products/wirelessoffice/ecg/GW_ECG-General%202_.pdf

Manufacturing Solutions

Improve communication throughout your facility and every aspect of your business processes including the ordering process, your work flow, managing your supply chain, inventory, maintenance and repair. Our customized solutions will help you be more competitive, enhance the effectiveness of your workforce, extend the capabilities of your existing systems and optimize your ROI.

You face pressing challenges - being more competitive, more efficient, lowering costs, increasing quality, improving margins, increasing sales and servicing customers better. You know that lean manufacturing is better manufacturing - and the communications technology to support these processes is essential to achieve your strategic objectives.

USA Mobility can help you find the right communication solutions to benefit your bottom line. Your processes must be part of a more comprehensive strategy where almost all value is added, whether used for the critical, ongoing task of consolidating and maintaining the gains or for adapting to changing conditions. With USA Mobility's solutions, you can wirelessly enable your existing applications, boost productivity, streamline operations and improve communications.

- Unifying all wireless communications into a single system allows your workforce to collaborate and solve problems on the fly, improving their productivity and morale.
- High-speed notification with detailed information helps you to accelerate your attack in correcting problems, even above the noise of a facility.
- Quick and simultaneous notification to supervisors, teams and mobile units of the exact location and cause of equipment problems.



Response times to emergencies and time-critical situations can be expedited.

- When you automate routine communications, you save valuable time. Easily respond to routine inquiries, access voice and e-mail and streamline your administrative operations.
- Alert sales staff for immediate responses to customers, an essential strategy to enhance business relationships, maintain customer expectations and develop loyalty leads.
- Support multiple messaging devices and carriers with group paging, pre-programmed messages, on-call groups, scheduled messages and repeating messages which can be sent directly to the appropriate teams, simplifying and reduce the cost of communications.
- Wirelessly enable existing applications to accelerate your real-time operations without interruption to your current business work flow.
- Solutions are scalability to evolve with your business needs.

MANUFACTURING Services - IT Solutions

Commtech Wireless Logo

Keeping the manufacturing process going is of the utmost importance. Downtime needs to be kept to a minimum for the health of the bottom line. For this to happen, obtaining necessary information on the status of the production line is key to keeping it going.

BasePage2000 is ideal for small to mid-size manufacturing environments. Combined with an on-site transmitter, BasePage2000 can get the critical information to the proper support personnel quickly and efficiently, allowing them to take the required actions, thus minimizing or eliminating potential manufacturing stoppages.

IRM System Logo

Your performance is affected by how well your employees respond to everything from industry challenges and your business demands to customer needs. You face a complex communications environment where improving employee effectiveness can often prove to be the deciding factor in your competitive success.

With the IRM System from USA Mobility, your workforce will be linked to you, to each other, to company resources, and be able to quickly communicate and exchange information across your campus.

Emergin Wireless Technology Logo

The most critical problems facing manufacturing facilities relate to cost, quality and scheduling - key factors that must be monitored and controlled. Operational inefficiencies relating to plant management directly impact productivity as well as employee safety. By providing immediate access to information, the Emergin



Communication Gateway (ECG) facilitates true manufacturing automation through the distribution of real-time messaging and notification.

The ECG can also be used to expedite the transfer of critical alarm information to individuals or groups, providing plant-wide messaging and notification capabilities to improve employee safety. Beyond group messaging, Emergin offers integration with HMI/SCADA, PLCs and newspaper circulation systems. Find out why Amcor Packaging, Toyota and General Motors trust Emergin and USA Mobility for their manufacturing solutions.

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http://www.usamobility.com/bus_solutions/systems_apps/products/wirelessoffice/ecg/GW_ECG-Manufacturing.pdf

Church Solutions

Whether your church is large or small, give your families and staff the benefit of security and peace of mind by keeping them connected during services and classes. With reliable and affordable communications you will eliminate disruptions, ensure parent-child communications and keep your staff and volunteers connected and informed.

USA Mobility understands your parents, caregivers and staff need to be connected to real-time information and communications when and where they need it. Our customizable solutions can provide you with the reliable and cost-effective communications you require to serve the needs of your organization.

Parents can be given a pager when a child is dropped off at the nursery or at Sunday school. A number can be assigned to each child, which corresponds to the parents' pager. The parents are able to confidently attend adult classes or service knowing they can easily be reached no matter where they are throughout the Church campus. The child cannot be picked up without the correct pager. And, with a silent and discreet notification system, your other members will be able to enjoy uninterrupted study and worship.

- Quick and discreet notification to parents in the event of an emergency or if their child needs them.
- Pagers' built-in LED displays can receive different message codes. For instance, you can designate "0" to mean a child is crying and "9" to indicate an emergency. You can have "cheat sheets" on the front of each pager.
- Unifying all wireless communications into a single system allows your individual staff, volunteers and groups to collaborate and solve problems, improving their morale and increasing their effectiveness to serve member and visitor needs.
- Increase your speed and accuracy in locating and directing parents or staff.
- Maximize accessibility of your communication systems with group messaging, delivering to multiple devices.

- When you automate routine communications to your staff, you save valuable time.
- Easily respond to routine inquiries, access voice and e-mail and streamline your administrative operations.

See how you can benefit from our Church Solutions:

CHURCH Services – IT Solutions

A major concern for any parent is the well being of their little ones. Parents need to know that if there's a problem, if their child needs them that they will be contacted immediately. Give your parents the peace of mind they need, allowing them the freedom provided by child care facilities with the reassurance that they are only a push button away.

Whether it's at church, an adult learning center or a shopping mall, wherever there's a care facility, a call paging system is a must. The use of pagers is a low cost solution to contacting parents or caregivers in any care facility. Contact us today to discuss your needs and learn about solutions suitable for almost any environment.

Financial Services Solutions (Alarm Management and Event Notification)

In running a successful organization, you need to deliver high-quality IT services that meet the need for security of customer information, agreed-upon service levels and quickly adapt to changes in your business environment and squeeze maximum value from your IT assets. A messaging solution can help boost productivity, meet rapidly changing business needs, and monitor and manage business processes involved in the delivery of IT services.

Financial institutions must have messaging and notification systems that are virtually fail-safe. Monitoring large networks that control billions of dollars in transactions is critical to business continuity, security and disaster recovery. Multi-million dollar networks and the management of online banking, ATM's and branch computer systems require real-time monitoring systems.

A reliable and affordable communication solution bridges the gap between your employees and your systems to remotely monitor various technology applications without being tied to a console or monitoring screen. Immediate communication with service recovery teams, management and employees ensures 24/7 readiness for any emergency or routine communication need. Virtually any manual process that needs tracking, routing or managing can be automated, providing information at the time it is needed.

- Centralized Alarm Management
- Create an electronic audit trail of all messages sent and received.

- Delivery confirmation, read receipt and acknowledgement.
- Fast, Easy Accurate Notification
- Dynamically generate notifications or use canned scenario templates.
- Activate automated/live dispatcher notifications via PC, web, or phone clients.
- Alerts a Mass Number of People in Seconds
- Ability to send to up to 2,500 groups (with 1,000 members in each group).
- Dispatch to a variety of telephones (TTS), pagers, cell phones, PDAs and/or Pocket PC's.
- Aids in Disaster Planning and Recovery Processes
- Escalate messages from one person to another until the message is acknowledged, up to five levels.
- Device sequencing to fail-over to alternate wireless networks and devices.

FINANCIAL SERVICES - IT SOLUTIONS

With Emergin Communication Gateway (ECG), large networks can be monitored remotely for critical parameters, even when staff is away from their desk. Being alerted to potential opportunities or problems allows managers to respond to changing business conditions in real-time. Mainframe slowdowns, security breaches, and device outages are critical to communicate to field or regional staff. Find out why American Express, Bank of America and Wachovia trust Emergin and USA Mobility for their financial solutions.

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http://www.usamobility.com/bus_solutions/systems_apps/products/wirelessoffice/ecg/GW_ECG-General%20_2_.pdf

Energy & Utilities Solutions (Messaging and Notification Solutions)

Energy and utility companies have traditionally had communications challenges with antiquated overhead systems and outmoded monitoring equipment. Using reliable, affordable technology, you can message-enable critical alerts to enhance daily operations, facilitate true automation through the distribution of real-time data and solve the complex challenge of connecting your plant operations systems to pagers, mobile phones and PDAs.

Recent deregulation, heightened security, and increased competition are forcing the energy industry to reevaluate every aspect of operations. Energy and utility companies have traditionally had communications challenges with antiquated overhead systems and outmoded monitoring equipment. Using reliable, real-time technology, companies can message-enable critical alerts to enhance daily operations. By providing immediate access to information, you can facilitate true automation through the distribution of real-time data and solve the complex challenge of connecting power plant operations systems to pagers, mobile phones and PDAs.



- **Field Dispatch and Communications**
Employee communications to mobile employees can be challenging. By providing remote employees with up-to-date information, employees can be more efficient and overtime hours can be avoided. Expedite the transfer of critical alarm information, (i.e. dangerous spills, power lines down or exposed wires) to individuals or groups.
- **Power Plan Operations**
Electric power and industrial plants typically operate 24 hours a day, every day of the year. Assessing and controlling critical devices and instruments is essential. Help your power plant improve operational efficiencies by alerting operations and maintenance personnel of critical alarms and high priority situations. Some applications include:
 - Equipment malfunctions or failures (CHILLING STATION – OUT OF SVC)
 - Out-of-tolerance events by pre-set value (GENERATOR OVER CAPACITY)
 - Monitoring of temperature, speed, flow, air pressure, etc.
- **Dispatcher-initiated Messaging**
Power plant operators can automatically notify workers and supervisors when critical events occur, such as security breaches, radiation leakage or other life safety hazards. Adding alarm notification to waste and water management solutions and environmental monitoring systems provides real-time alerts when pre-set levels are out-of-tolerance.
- **Help Desk/Field Service**
Power companies offer help desk support, often fielding a high volume of customer inquiries. Wirelessly-enabling your help desk system allows you to shorten cycle times and enhance customer service. Integrate our solutions with help desk software packages to provide instant alerts to staff, even when they are away from their desk. From initial logging to incident resolution, supervisors have a means to track and resolve customer concerns.
- **Network Management**
To improve response times to mission-critical network alerts such as hardware failures, security breaches, and mainframe slowdowns, you can keep down time at a minimum. IT staff is instantly notified in order to rectify situations before an entire network has to be shut down. The end result is lower cost, round-the-clock service.

Energy & Utility Services: - IT SOLUTIONS

The Emergen Communications Gateway (ECG) can be used to expedite the transfer of critical alarm information to individuals or groups. Some of the emergency situations include: employee injuries, dangerous spills, power line down, exposed wires, severe weather conditions and general disaster recovery efforts. Find out why Duke Energy, Florida Power & Light (FP&L) and Salt River Project all trust Emergen and USA Mobility for their energy solutions.



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