



## NO BLACKOUTS - WIRELESS SYSTEM ELIMINATES DOWNTIME

### HYDRO MISSISSAUGA

MISSISSAUGA, ONTARIO



**industry**

GOVERNMENT – UTILITIES

**applications**

LABOR TRACKING · INVENTORY CONTROL · SHIPPING/RECEIVING ·  
DOCUMENT TRACKING · ASSET MANAGEMENT

**situation**

Hydro Mississauga purchases power from another utility and converts it to usable voltage for residential and commercial customers in the city of Mississauga, Ontario. With 300 employees, Hydro Mississauga is the second largest power utility in the Canadian province, and the most profitable. The company has 138,000 customers.

**critical issue**

The company relied on experienced and knowledgeable personnel to locate materials in the company's warehouse. Despite its best efforts, the company was hampered by inventory shortages, late paperwork and critical delays for tools and replacement parts needed by line crews before they left the warehouse in the morning to undertake field repairs. Typically, 40 to 50 service crews would wait as long as two hours for tools and parts before leaving the warehouse.

**reasons**

Hydro Mississauga's inventory and warehousing system was entirely based upon manual shuffling of paperwork, which resulted in slow, limited accuracy, and delayed reporting capabilities.

**vision & capabilities**

Hydro Mississauga wanted a real-time system that could account for critical tools and important inventory items (such as cable reels, transformers, and water heaters) at all times.

**intermec solution**

Intermec provided Hydro Mississauga with the necessary equipment for a wireless 900 MHz warehouse management system, including an Intermec 9180 Network Controller, a 9181 Base Station Receiver, JANUS™ JR2020 Hand Held Computers with built-in scanners, a MODEL 3400 Direct Thermal/Thermal Transfer Bar Code Printer, and software that interfaces with the HP3000 host computer.

**benefits**

Line crews now build their own orders using portable wireless terminals at the end of their shift, so that orders are ready for immediate pickup at the beginning of the next day. As a result, line crews do not waste time by waiting at the warehouse in the morning, and arrive at each job site one to two hours earlier each day.

Hydro Mississauga has reduced its inventory by \$300,000 (from \$5.7M to \$5.4M), while saving money from the elimination of a data entry position and doubling inventory turnover.

The company estimates the new Intermec system will pay for itself in six months, due mainly to the fact that 40-50 work crews are arriving at job sites earlier each day.