



## Company Wide Paging Analysis

### Business Situation

Rochester Gas and Electric (RG&E), located in Rochester, NY and a subsidiary of Energy East, required an analysis of their paging requirements due to the service limitations of their existing paging provider and the fact that for various business reasons this same provider may no longer be able to handle RG&E's paging requirements.

### Action

HPA Consulting Group was selected to evaluate RG&E's current paging system and coverage, all internal supporting technologies and related processes, and provide recommendations for competitive alternatives to their existing provider. Cost information was also secured regarding constructing an internal paging system, as well as purchasing an established paging service. Additionally, key internal stakeholder groups were identified and surveyed.

### Key Results

- Two competitive alternatives to their existing provider were identified
- A customer owned/maintained paging system whether built or purchased was not recommended
- Determined that their present service and coverage issues were resolvable
- Paging was determined to be a viable, relatively inexpensive communications medium
- Paging technology as presently being utilized by RG&E will survive and be supported into the foreseeable future

### Working with HPA

HPA thoroughly researched RG&E's options. They initiated a group discussion encompassing all facets of RG&E to determine our paging requirements. HPA delivered the results on time and very professional. They were flexible presenting the final results on two separate occasions to give everyone the opportunity to review their final analysis of the project.

Joe Fornieri  
IS Operations Manager