



CASE STUDY

USIC

VELOCITI'S TECHNOLOGY DEPLOYMENT, SUPPORT AND PROFESSIONAL SERVICES ARE HELPING USIC IMPROVE IN SAFETY AND CUSTOMER SERVICE

TWENTY MILLION MILES of underground infrastructure connect America to the power, water, and communication services essential to every home and business. Headquartered in Indianapolis, Indiana, USIC is the nation's largest provider of underground public utility locating (811) services with more than 1,400 utilities and municipalities across 48 states.

With 13,000 vehicles and more than 10,000 technicians, USIC and its affiliates provide a range of highly specialized services and advanced utility solutions for protecting, maintaining, and managing infrastructure and assuring regulatory compliance.

USIC performs over 84 million locates across the U.S. annually. While the size and scope of their nationwide operations provide unparalleled efficiencies, each community served is protected by local technicians who call it home.



WITH OVER 13,000 UNITS THROUGHOUT THE COUNTRY

requiring a number of technology-related installations, and the challenges we faced with scheduling, the timeframe for a project of this scope and size was considerable. Velociti's expertise resulted in a coordinated deployment process in the least possible amount of time, ensuring reduced downtime that is leading to enhanced customer service and the ability to realize a decrease in risk factors that is driving an improvement in safety.

- Phil Samuelson, Senior Manager - Fleet, USIC



THE CHALLENGE: DEPLOY ON-BOARD TECHNOLOGIES IN VEHICLES ACROSS THE COUNTRY

After choosing Samsara gateways, dash cameras and panic buttons to improve driver safety, reduce at fault accidents and enhance customer service, USIC sought a deployment provider to install the technologies efficiently and productively in 13,000 vehicles located across the country. Deployment planning also needed to include the ability to address scheduling changes and perform installations on vehicles that are not domiciled at regular, defined locations.

13,000+
VEHICLES

10,000+
TECHNICIANS

1,400+
UTILITIES & MUNICIPALITIES

48
STATES



THE SOLUTION: **THOUSANDS OF CAMERAS AND A UNIQUE SCHEDULING PROTOCOL**

Following successful pilot installations in conjunction with Samsara and the establishment of installation standards, Velociti began the USIC deployment project in early December 2023 and completed the majority of the installations by the end of April 2024. Throughout the five-month project, up to 50 Velociti technicians were deployed, completing installations at 272 unique locations.

For the project, Velociti established a meticulous communication protocol with USIC to adapt scheduling to evolving requirements and reduce downtime for USIC employees by adding supplemental installation locations. Weekly calls were held to identify locations, inventory and installation needs. Velociti also coordinated closely with USIC and its fleet provider LeasePlan to handle invoicing for the project.



**WE'RE EXCITED TO
SHARE AN EXAMPLE**
of what's possible when
multiple parties collaborate to
accomplish a common goal.
We would like to thank USIC
and Samsara for their
partnerships and look forward
to supporting USIC through
our VeloCare program.

- Ryan Powell, SVP Sales &
Marketing, Velociti



SUPPORT: **VELOCARE™ MANAGED SERVICES**

USIC already utilizes Velociti's VeloCare program for mobile device management, upfitting and repairs on aftermarket power inverters and auxiliary lighting. As Samsara hardware was installed on a USIC asset, it was automatically added to the VeloCare program. VeloCare provides proactive technology health monitoring, remote and on-site repairs, inventory management and much more.

THE RESULTS: **A MODEL FOR PARTNERSHIP**

For USIC, Velociti's expertise resulted in a coordinated deployment process for 13,000 vehicles at 272 locations in the least possible amount of time, ensuring enhanced customer service by reducing downtime for the USIC team.

As a result of the Velociti installations, USIC is quickly realizing positive results in terms of decreased risk factors, access to exact and timely vehicle information, and a measureable improvement in safety.

For more information on Velociti, its fleet capabilities and more, visit www.velociti.com



“ WITH SAMSARA'S RECOMMENDATION

that we turn to Velociti to deploy their technology in our vehicles, and our familiarity with their nationwide footprint and VeloCare services, the choice to bring them in for this project was a key factor in its success. There is no other company with the capabilities and attention to detail that could have completed this deployment in the timeframe we needed.

- Phil Samuelson, Senior Manager - Fleet, USIC