

Four County EMC Uses Hiperwall for its Centralized Dispatch Center

Hiperwall Video Wall System Enables Utility Provider to Display Electrical Outages and Speed Response Time



With Hiperwall, Four County EMC dispatch center operators can view all critical information at once, including outage maps, field personnel locations, weather information and feeds from on-site security cameras.

Challenge

In 2010, Four County Electric Membership Corporation (EMC), an electric cooperative, decided to build a centralized dispatch center to serve three district offices and add a video wall system to support its operations.

Solution

Four County EMC selected Hiperwall to monitor service calls, security and power loads.

Results

Four County EMC receives the following benefits from the Hiperwall video wall system:

- Displays information at a glance on three video walls used for dispatch, security and engineering
- Enables call center operators to visualize location of outages and closest field personnel
- Reduces response time, saving customers both time and money



Four County EMC

Background – About Four County EMC

Four County Electric Membership Corporation ("Four County EMC") is a not-for-profit electric cooperative owned by the people it serves. As a hometown utility, Four County is committed to providing safe, reliable and affordable energy to its more than 32,000 commercial and residential member-owners in six North Carolina counties, including Bladen, Duplin, Pender, Sampson, Columbus and Onslow counties.

Challenge

In 2010, Four County EMC decided to create a centralized dispatch center with a video wall in place that could support staff in tracking and responding to electrical outages.

Solution

The organization turned to Hiperwall, and purchased Hiperwall software, 10 displays, a switch and regular PCs to establish the system.

"We use Hiperwall to display our outage map, track vehicle locations, check the weather radar and obtain security camera feeds of video in and around our facility," said Wayne Odom, IT Administrator at Four County EMC. "We use about five maps on the Hiperwall system."



Results

With Hiperwall, operators at the dispatch center are able to monitor electrical outages visually and see the locations of field personnel. Having this critical information at their fingertips enables the operators to match a service need with the closest service personnel, which saves transportation time and costs. As a result of this greater efficiency, Four County EMC saves money. Because the customers of the electric cooperative own the company, they benefit from cost savings provided by Hiperwall in addition to faster service.

"Four County EMC is owned by our customers," said Wayne Odom, IT Administrator at Four County EMC. "Any money that we save during the year goes back to our customers. By adding more efficiency, Hiperwall enables us to reduce our costs for our customers."

In addition to outage monitoring and response to service needs, important weather updates are viewed on the Hiperwall system, and the system is used for security monitoring of the outside and inside of Four County EMC's building, improving safety for the organization and its employees.



"Our dispatch operators use the information displayed on Hiperwall to find the service personnel located closest to the outage," said Odom. "For example, the operator can identify that a service vehicle is only five miles away versus 35 miles away. As a result, our service personnel can respond in a faster and more efficient manner."



The initial Hiperwall installation was so successful at Four County EMC that the organization has expanded the system over time, and there is interest in expanding it in the future. The table shows Four County EMC's Hiperwall expansion path.

Four County EMC's Hiperwall Expansion Path	
Date	Purchase
November 2010 (Initial Purchase)	First video wall: 10 displays, one data source and one video source purchased to create the dispatch center
January 2011	First video wall: One data source added
February 2011	Second video wall: Six displays and five data sources added for monitoring building security
September 2012	Third video wall: Four displays and three data sources added for engineering to monitor kW load at point-of-delivery substations

