



Graham relies on Bell Push-to-talk to communicate instantly from the office to the worksite.



Headquartered in Calgary, Alberta, Graham is one of the largest construction companies in Canada with over 1,300 employees and revenues of more than \$2 billion annually. With over eight decades of experience, Graham provides general contracting, design-build, construction management and public-private partnership services in the commercial, industrial and infrastructure sectors.

The need.

Graham frequently works on large-scale projects with employees spread across large sites, sometimes spanning several kilometres. Relaying tasks and messages to the field crew became a time-consuming task, especially for site superintendents, since it can be difficult to get from one side of the site to the other. Graham turned to one of Canada's Push-to-talk (PTT) carriers to keep employees connected. They even outfitted every vehicle in their fleet with a PTT-enabled device so that they could access drivers when they delivered equipment and supplies across the site.

Their carrier operated on the iDEN network and could not always provide wireless coverage when and where it was needed. "You don't realize how important it is to be able to have that instant communication until you don't have it anymore, especially on a construction site where safety is a priority and the team needs to be constantly connected," said Danielle Bywater, Senior Equipment Administrator at Graham.

Communication issues extended beyond the job site. Many of the field workers lived outside of the province and returned to their homes on their days off. Since their carrier did not provide coverage nationally, out-of-province employees were unable to call or use PTT to communicate with their team members back in the West to help them resolve issues on the jobsite.

Further complicating their mobility challenges, the network that Graham's carrier used was unable to keep pace with the latest PTT technology. "We were really looking to be proactive in finding an alternative PTT solution. We couldn't risk disrupting business operations even for a minute. In construction, every minute lost can impact the project delivery," said Bywater.

The solution.

Graham Construction switched to Bell's next generation Push-to-talk service, providing their office staff and field workers with instant communication over Canada's largest LTE network.¹

Why choose Bell PTT?

Canada's largest LTE network¹

Connect instantly in more places from coast to coast on Canada's largest LTE network, with extensive LTE roaming coverage in the U.S.

Carrier-grade

Bell offers a carrier-grade PTT solution, fully integrated and hosted on our dedicated network for better security and reliability.

Canada's largest Wi-Fi network

Your team can stay productive and conserve data while on the go. And you can make secure PTT calls over Wi-Fi.

More selection

Find the right tools for the job with our large selection of PTT-enabled devices and accessories.

Bell also offered a diverse line-up of PTT handsets that allowed the construction company to select devices that address the unique needs of each team member. Field workers received rugged Sonim phones designed to withstand the harsh conditions of a construction site, while office staff received PTT-enabled BlackBerry® smartphones to allow them to manage business operations while staying connected to the field.

Making the switch to a new carrier can be frustrating and complicated, especially for a large organization like Graham. But the transition to Bell was seamless. Bell set up 160 devices for the Graham team in less than 24 hours.

“Bell’s support team was vital to the transition. They really helped to make sure it was smooth and that we didn’t have any downtime. Communication is effective and, most importantly, reliable,” said Bywater.

The result.

Graham employees are now able to connect instantly from wherever they’re working – in the field or in the office – with coast to coast coverage from Bell. The team is able to work together more cohesively through PTT, making it easier to meet deadlines and drive productivity and profitability.

With the switch, employees are also enjoying new PTT features. The ability to create calling groups allows employees to communicate directly with selected sets of team members to ensure that only relevant contacts receive the message. Night shift employees found the Do Not Disturb feature particularly appealing because they were able to silence PTT calls during the day when they were asleep but were able to check their missed PTT bursts and respond back when they awoke later in the day.

“After switching PTT service providers, it became clear that the solution we were previously using was on an old technology and was a risk to the business. It was a risk we couldn’t take. We needed to make sure we were at the most current level of technology to continue business operations,” said Bywater.

Bell worked closely with Graham to select the best solutions and rate plans to meet their business needs. Since the switch, Graham has significantly lowered their monthly PTT costs and has moved 100% of their wireless services over to Bell.

“Having a dedicated support team has been such a great addition to our account. We didn’t have that with our last service provider. It’s nice to have someone to go to when we have an issue. It has definitely alleviated any discomfort we had with transitioning to a new service provider,” said Bywater.

Private and secure communications

Bell PTT is a carrier-grade solution that is fully integrated and hosted on our dedicated network for better security and reliability. Advanced Encryption Standard (AES) 256 encryption protect users from unauthorized call interception or monitoring, ensuring your business communications stay private.



SONIM XP8



An ultra-rugged device equipped with a 3 year manufacturing warranty.

Does your business encounter similar communication challenges?
For more information on Bell Push-to-talk and how we can help,
contact your Bell Business representative or visit bell.ca/pushtotalk

