



BEYONDMDM

## UK POWER NETWORKS WENT BEYOND MDM WITH ELEMEZ™

### UK POWER NETWORKS

As an electric utility company in the United Kingdom providing electricity to over 8 million homes, businesses, schools and hospitals, UK Power Networks depends on its field workforce to keep the lights on throughout its serving territories across London, Southeast and East England. Its customers include high-profile public and private sector businesses such as London's five main airports, the London Underground transport system and the financial district of Canary Wharf.

UK Power Networks deploys thousands of rugged devices its workforce depends on for any new electrical installs as well as troubleshooting of power outages. The devices run a variety of applications, and require both reliability from the device and applications, as well as network connectivity.

The IT Support team is inundated with trouble-tickets daily, ranging from true device issues, to software performance problems, to the more generic and anecdotal "my device is working poorly" familiar to those involved in mobile support and operations.

UK Power Network's "mission-critical" use of mobility is underpinned by the fact that, if their electrical distribution service is down for more than a specified period of time, the UK government can fine the company for the outage. Therefore any field worker dispatched on a problem must be able to work efficiently to resolve that problem quickly. Mobile devices and apps are a key tool in the worker's hands and, therefore, the mobility platform must be stable and operational at all times. Further, any inquiry from the field related to failures with their mobile device must be dealt with quickly and found problems identified, isolated and fixed.

UK Power Network's mobility support and operations teams recognized their MDM solutions were not providing the depth and real-time views needed to ensure that their field issues were being properly categorized and resolved quickly.

Further, many of their business challenges and questions related to mobility were simply not answerable at all using the mobile management and support tools available to them.

#### Business Challenges:

The challenges of managing mobility were numerous:

- **Reboot times** on field devices were excessive, and existing MDM and other tools were not capable of determining root causes.
- **Excessive Battery Life Complaints** were difficult to troubleshoot and determine when/ if batteries truly needed to be replaced.
- **End-user trouble ticket volume was excessive with no easy way to determine root causes** of problems and speedy resolution.
- **Underutilized / unused devices** were suspected, but MDM tools did not provide easy answers.
- **Real-time Visibility into SIM-card related issues was lacking** resulting in devices which could not communicate with the network, and / or devices with higher-than-normal expenditures on mobile data.
- **Visibility into desired end-user behaviors** related to reboots of mobile devices and / or usage of devices was lacking.

## Summary

UK Power Networks moved beyond MDM by including Elemez into their mobile operations toolkit provided by Panasonic's Smart Service offerings. The team adopted new procedures for using Elemez daily to proactively spot issues with mobile devices in order to prevent any outages by workers. Elemez identified and resolved the excessive reboot times end users were experiencing and eliminated most of the regularly-occurring battery issues by shifting to proactively predicting issues.

The team nicknamed Elemez "The Truth Serum" as it allows them to quickly determine the root cause of any inbound trouble ticket request and resolve the issue quickly.

**"UKPN saw our internal quality score rise from 7 to 9 within the first six months as our internal stakeholders saw a dramatic improvement in the service quality we provided them using Elemez. Elemez has improved the service we provide to our customers and I have the data to prove it."**

**Nick Willis-Barrett, UKPN**

UK Power Networks is now able to easily identify usage across all mobile devices, and spot underutilized devices which could be redeployed where needed.

Finally, Elemez allows business groups within the company actionable intelligence and visibility over mobile issues important for their functionable area (software, finance, operations, etc).

By moving beyond MDM, UK Power Networks is transforming their mobile operations to better serve the mission-critical needs of their mobile workers, and ensure devices are always on and operational when needed.

## Get in Touch

**Contact us today to dramatically change how you manage mobility by going beyond MDM.**

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## Elemez Solutions:

Elemez meets the challenges above by going beyond MDM to:

- ✓ Focus on alerts and problems made evident by Elemez instead of dealing with the volume of end-users calling with problems.
- ✓ Manage all devices regardless of manufacturer from a single screen and system instead of monitoring multiple vendor-specific solutions.
- ✓ Speed up time for resolution by eliminating much of the guess work and Q&A necessary to get a full report on device health and quickly find the root cause.
- ✓ Lower the volume of calls by leveraging Elemez to spot problems which are quickly turning into a crisis well before the volume of calls indicates the same. Elemez allows for proactive problem identification and resolution.
- ✓ Fix problems before users even know they exist to keep workers and their mobile device functioning and productive.
- ✓ Develop 7x24 operational metrics which measure uptime and other metrics traditionally reserved for mission-critical technology operations centers.
- ✓ Deliver Mission-Critical Mobility by focusing uptime and availability of mobile resources.
- ✓ Integrate with other operations functions around MDM administration, change management and even application development to provide the operational insights and expertise critical to successfully delivering and maintaining mobility.

## Economic Benefits:

B2M can lower the True Cost of Ownership™ of Mobility by:

- **Improving worker productivity** by eliminating worker downtime and thus lost productivity costs as wages are paid for no output.
- **Resolving challenging end-user issues** by providing better tools to proactively isolate root causes and provide speedy resolutions to issues related to SIM cards, network connections, application bugs and more.
- **Recovering and redeploying underutilized mobile devices**, thereby eliminating the need to purchase replacement devices.

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