adding MOBILITY INTELLIGENCE® to e·on

E.ON: Overview and Mobility Challenges

E.ON is one of the UK's leading energy providers, supplying over 5.6 million customers with 100% renewable energy.

E.ON's field personnel are integral to its operations. They rely on reliable mobile devices, applications, and network connections to install and service over 4 million smart meters in the field.

E.ON identified two key issues related to mobile technology for their field workers:

1. E.ON automatically replaced batteries when field personnel complained of battery life as they had no tools to accurately provide the visibility needed into battery health and the root causes of issues.

2. Field personnel regularly reported mobile network connectivity issues, where devices often failed to reliably connect to 5G / 4G data networks critical for their work. Troubleshooting these problems after the fact was almost impossible using existing MDM and other software tools which gave little or no intelligence on network problems to align with what the field personnel were reporting.

E.ON turned to B2M's Elemez software to gain better insights into these two areas, and quicky found key insights into other key areas of enterprise mobility as well.

Elemez™ Adds Visibility & Mobility Intelligence™ to E.ON

Battery Issues

Leveraging both Elemez' Battery Monitoring software and Panasonic's Toughbook Battery Confidence offering, E.ON has visibility into the health of mobile device batteries and root cause analysis on any battery issues.

With the intelligence provided by Elemez, E.ON has stopped replacing batteries as a preventative measure and only replaces batteries when required. This strategic decision not only saves E.ON money but also has a significant positive impact on the environment. Healthy batteries are never needlessly replaced, showcasing the value of Elemez in both financial and environmental terms.

Further, E.ON now has visibility and troubleshooting insights into battery issues related to charging, high discharge due to app or device changes, and more.

Network Connections

Elemez's Core software allows E.ON to proactively track network connections for all personnel and accurately spot recurring areas of their serving area where mobile operators are not consistently providing reliable service as well as easily determine which operators, devices, and SIMs have best performance.

Elemez also provides visibility for support personnel taking inbound calls from

frontline workers reporting network problems. Elemez' ability to report timestamped network events in detail is extremely helpful to find and fix network problems as they occur.

Application Performance

With Elemez, E.ON also identified how different versions of Android and applications impact network performance. E.ON accelerated one significant software upgrade thanks to intelligence gained from Elemez that supported an easy business case for upgrading all devices in the field.

Custom Reporting

Finally, E.ON is harnessing the power and flexibility of Elemez' APIs to create custom PowerBI reports. This innovative approach allows them to gain unique insights into their overall mobile estate, quickly identifying trends, common issues, and root causes.

Summary

Through the use of Elemez, E.ON has improved the reliability of mobile devices, batteries, apps and network connections for field personnel by leveraging Elemez' proactive insights and deep actionable intelligence they were previously missing by depending solely on MDM tools and help desk tickets.

To Learn More

Let's schedule a demo and show how easy it is to add intelligence to your existing MDM tools.

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Notes
1. All trademarks are the property of their respective owners.
2. The survey mentioned is B2M's 6th Annual State of Enterprise Mobility Survey and Report found at https://b2msolutions.com/6th-annual-state-of-enterprise-mobility/