adding MOBILITY INTELLIGENCE® to UK Power Networks

UK Power Networks: Overview and Mobility Challenges

As an electric utility company in the United Kingdom providing electricity to over 8 million homes, businesses, schools and hospitals, UK Power Networks (UKPN) 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.

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.

Specific Challenges UKPN faced:

- **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 network-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.

Elemez As a Solution

UKPN 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.

With Elemez, 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 functional area (software, finance, operations, etc).

Nick Willis-Barrett from UKPN states: *"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. "*

Summary

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.

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
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