Bittium

UK Power Networks significantly boosts field worker productivity with Bittium SafeMove®

Thousands of UK Power Networks engineers, who maintain and run the electricity network for 8.1 million homes and businesses in London, the South East and East Anglia using mobile data networks for connectivity, are now enjoying 95% connectivity in the field thanks to a pioneering Mobile Improvement Programme and Bittium SafeMove® remote access and connectivity Analytics software.

UK Power Networks field engineers send and receive maps, data and job information over wireless and wired networks across the South East of the UK and good end-to-end connectivity is critical to their role. The Mobile Improvement Programme, led by the mobile support team at UK Power Networks with the goal of improving overall network connectivity, has helped speed up the flow of information to customers; reduced mobile data costs; and increased productivity.

Use of SafeMove® Mobile VPN
Bittium SafeMove® remote access software had already been successfully used by UK Power Networks' field engineers since 2013. The SafeMove® remote access software runs automatically and keeps the device seamlessly connected to the best available network at all times using industry standard strong encryption and full PKI authentication. By automating the device connectivity and security, field workers get optimum use of connected mobile applications, and are more productive as a result.

Improvement Project
Once SafeMove® had been successfully deployed, work started on further optimising the connectivity. In 2015 UK Power Networks set a goal to improve the productivity of 2700 field workers by enhancing their ability to connect key business applications from tablet computers in the field. A key area of investigation was how to measure and improve mobile operator coverage and reduce mobile data costs.

Introduction of SafeMove® Analytics
By introducing Bittium SafeMove® Analytics, the team were given unprecedented visibility of field worker device and network performance over time. With a comprehensive suite of web based graphical tools, they were able to easily build detailed interactive dashboards allowing them to visualise how devices were being used including mobile network performance etc. They were also able to identify which public Wi-Fi services were available in their region and it soon became clear that the BT Wi-Fi hotspot service, available in residential areas, could provide significant benefit.

> **Benefits gained during the improvement project:**
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> - Overall field connectivity rate **improved from 76% to over 95%**.
> - General **mobile data charges were reduced by up to 25%** by restricting non-essential and bulky transfers to Wi-Fi and wired connections only
> - **~25% of field data was offloaded** to higher bandwidth and less expensive BT Wi-Fi hotspots.

Once the BT Wi-Fi service was enabled, the intelligent Bittium SafeMove® Mobile VPN solution allowed secure and seamless access to both mobile data networks and the BT Wi-Fi service. Access is automatic, without needing hotspot landing pages or requiring passcodes. SafeMove® intelligent profiling was configured to only allow high bandwidth applications to run when on Wi-Fi or wired connections, further reducing costs and improving performance. The result was that UK Power Networks field workers have now greatly improved access to critical job dispatch systems in the field.

Based on the success of the Mobile Improvement Programme, UK Power Networks are keen to continue to use Bittium SafeMove® Analytics in the future to improve service performance still further.

To get more information about Bittium and our SafeMove® solutions, visit our website **www.bittium.com** *or send email to* **safemove.sales@bittium.com.**

UK Power Networks
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