

NetMotion Mobile Performance Management Keeps the Power On

One of the eight power network operators in the Netherlands, Enexis Netbeheer employs around 4,200 workers who ensure that the light and heat stay on. They manage an electricity grid with 130,000 km of lines as well as 44,800 km of gas pipes in the ground. The installers are constantly on the move, and are heavily dependent on a properly functioning, reliable Internet connection. For that, they depend on NetMotion Mobile Performance Management software, expertly installed and configured through mobile technology solution vendor NetBoss BV.

Why Connections to the Power Grid Depend on Reliable Internet Connections

Every day, there are more than 900 Enexis installers out on the road, carrying out maintenance or connecting people and businesses to grid networks. They use laptops and tablets to keep in contact with the head office and do their jobs. They use the devices not only to receive messages and get geographical details, but also to help them do the actual job on site at the destination address.

For a long time, they were unable to rely on their Internet connections. Installers complained about the connection going down all the time, since they had to re-connect manually 10-20 times a day to a VPN and log in repeatedly. This not only took a lot of time, but was also extremely frustrating.

Turning Skeptical Workers into Confirmed Believers

Enexis opted for NetBoss to help them resolve the problem of Internet connections going down and being unreliable for mobile workers in the field. The solution? NetMotion Mobility software, part of the NetMotion Mobile Performance Management solution. At first, workers were skeptical about the feasibility of the solution — especially since there was no need for adjustments to the existing system, with the software solution running independently of the operating system and hardware.

However, the NetMotion solution tackled the problem and solved it right away, eliminating the frustrations experienced by both users and the IT department. For the workers, it was much more pleasant and faster, allowing them to access information securely without the stress and frustration of unstable connections.



INDUSTRY:

Utilities

OBJECTIVES:

- Eliminate repeat logins
- Improve performance and responsiveness of key applications

SOLUTIONS:

- NetMotion Mobility Mobile Performance Management software
- NetMotion Policy Management

RESULTS:

- Worker frustration eliminated
- Application performance greatly improved
- Installers able to focus on the job at hand

“For companies that use field workers, NetMotion’s solution is virtually a must.”

Jacob Staats | Enexis ICT Consultant

Policy Enforcement for Prioritising Key Applications

Enexis turned to NetBoss to help them solve another problem: They were detecting performance issues with the devices in the field. Investigation revealed the source. Device connections were being used for high volumes of data traffic that were unnecessary at the time. This led to the most important applications being extremely slow to respond, or unable to respond at all because the connections were saturated.

NetBoss offered the solution. Policy settings in the NetMotion software ensure that the primary applications receive priority over all other applications for use of the connections. The policies limit the amount of traffic to that which is absolutely necessary in the field at that particular moment. They also ensure that less data traffic flows over slower connections and greatly improve the speed of the key applications. Jacob Staats, ICT consultant at Enexis, gives all the credit to his technology provider. “NetBoss doesn’t just supply the product and leave it there,” he declares. “They think about the work process involved, right along with you.”

A Must for Field Workers

Thanks to the NetMotion software solution that NetBoss implemented, the disruption to the workers decreased considerably. Field workers can focus again on their jobs because they no longer need to be busy constantly reconnecting with the backend of the company network. Concludes Jacob, “For companies that use field workers, NetMotion’s solution is virtually a must.”