# POWERFUL SERVICE
## END-TO-END

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Faced with the task of equipping a newly formed Smart Energy field engineering team, we sought a technology partner capable of planning, deploying and supporting an end-to-end service for in-field mobile computing.

Smart metering has proved to be extremely popular with our customers. It gives them real-time information about how they're using energy, and a better understanding of their bills.

The high number of customers requesting smart meters has put increased pressure on our people, and there was a clear business case for giving better IT support to our team of specialist engineers. We needed to empower them with the right technology, devices and tools to drive engagement and productivity through better access to information and we needed a range of devices capable of standing up to the rigours of the field.

Taking a vendor independent approach, Computacenter benchmarked the industry to select, procure and provision the optimum choices of smart phones, tablets and laptops for our people.

Equally important was the task of ensuring that the supporting IT infrastructure we had in place was digital-ready. We needed it to be fit for the task of harvesting, storing and managing raw data in an efficient and compliant way; delivering business critical information, in real time, to a diverse portfolio of mobile devices; and enabling our engineers to work in a connected and collaborative way.

Our mobile data service is built on Microsoft Enterprise Mobility Solution (EMS) utilising Intune for device management. Whereas in the past, our engineers had to return to a central depot to report back on a number of jobs, they can now do this remotely from pretty much any location. The addition of Cortana, Microsoft's intelligent personal assistant means that they can schedule or change appointments via voice recognition, whilst on the move. The hybrid-cloud platform Computacenter have built for us makes it simple to provision a new device.

The engineer simply enrols the device, starts it and connects over the Internet to access their user profile and securely assigned applications they need.

We have 24/7/365 access to a team of 1,500 Computacenter UK based service engineers and second level user support. Furthermore, their 'white glove' service guarantees a four-hour turnaround for replacing lost or damaged devices for our VIP users.

From a business perspective, Computacenter has enabled us to design a technology solution around the specific needs of our users. The result is a robust solution to delivering digital services to a mobile team in a secure, cloud-based environment.

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We've also enabled our engineers to make better decisions in shorter timeframes. In-built analytical reporting has given us greater visibility of our asset real estate; a clearer understanding of how our geographically dispersed engineering team is operating; and the means to identify areas for improving the service we deliver to our users. We have also achieved predictability, both in terms of cost and services.

This is business transformation delivered through people. **This is Digital Me.**

**DIGITAL me.**
IT designed for people

computacenter.com/UK/digitalme

FIELD ENGINEER

UTILITIES

PRODUCTIVITY

ENGAGEMENT