Executive Summary

This report summarizes results of a recent survey to senior IT directors and managers from 50 leading US utilities on the use of the NetMotion Wireless Mobility XE® Mobile VPN. The survey asked questions regarding technical, business and productivity enhancements discovered after deployment.

The survey results indicated several specific technical reasons why utilities choose to deploy Mobility XE:

- **Network Roaming** – 45% said that enabling network roaming (between different IP-based networks) was a key factor for the success of their mobile deployment. When using Mobility XE, a mobile device’s connection to applications and data could roam between approved networks.

- **Application Persistence** – 27% indicated that intermittent network coverage throughout the workday caused application crashes, lost data and reduced worker productivity. Mobility XE’s capabilities to “persist” connections through lost connectivity solves this problem and results in an increase in productivity for field organizations and a decrease in IT support requirements.

- **Security** – 15% said that their primary reason for deploying Mobility XE was to ensure security over data traffic to and from the mobile devices. Mobility XE uses AES encryption meeting the requirements for FERC/NERC compliance.

- **Management Control** – 13% said that they needed a centralized management tool to manage, monitor and control their mobile deployment. Using the Mobility XE management console, administrators have a system-wide view of all the devices connected to their network.

The survey also showed significant business / operational benefits following the deployment of Mobility XE:

- Nearly 100% of utilities saw a decrease in IT support tickets related to mobile deployment problems.

- Over 70% said that their field workers became more productive and could complete more work orders per day.

- Almost all utilities (92%) found Mobility XE to be either “Very Important” or “Important” for the success of their mobile deployment.

Through this success, these forward-looking utilities continue deploying mobile devices and applications to their field organizations and realizing quantifiable improvements to worker productivity.

Almost all utilities found Mobility XE to be either “Very Important” or “Important” for the success of their mobile deployment.
Survey & Research Methodology

Research for this study was conducted via a structured, anonymous, online survey. A total of 50 utilities located across the US submitted completed surveys. As an aggregate total of population served, the responding utilities provide electrical power to approximately 37 million households, or roughly 10% of the US population.

The survey respondents are senior level IT directors and operations managers responsible for the deployment of mobile / field technologies, such as Mobility XE, for their mobile workers.

Survey Overview

The 50 utilities that responded to the survey answered a series of questions surrounding their mobile deployments. Follow-up phone interviews occurred with some respondents to ensure accuracy of information.

The survey was comprised of questions on enhancements gained following the deployment of Mobility XE, including:

- Technical benefits overview
- Business benefits overview
- Reduction in support trouble tickets
- Increased field job effectiveness
- Field worker productivity enhancements
- Technical / operational enhancements

A total of 50 utilities submitted surveys, serving approximately 10% of the US population.
NetMotion Wireless Mobility XE Overview

Mobility XE is a software-only mobile Virtual Private Network (mobile VPN) that provides secure, continuous remote access to network resources and applications from mobile devices over any wired or wireless IP-based network.

Mobility XE is deployed by many utility companies to maximize the productivity and management of their field workers, deliver flexible remote access, and safeguard the security of their data and networks.

Technical Benefits Overview

Utilities represented in this survey have realized significant technical and operational advantages following the installation of Mobility XE. The technical benefits of Mobility XE are easy to quantify and utilities are able to recognize these immediately:

- **Application Session Persistence**: Mobility XE maintains and sustains application sessions even through loss of network connectivity and suspend-and-resume cycles.
  
  From a field worker’s perspective this means they only have to login once and remain “connected” throughout the day. If they move to an area lacking network coverage, Mobility XE maintains the applications through this disconnected period, and reconnects the user as soon as a network becomes available. All applications pick up seamlessly from exactly where they left off with no loss of data or potential corruption of information. This eliminates the need to relogin to the VPN and applications and retransmit lost data.

- **Network Roaming**: Using Mobility XE’s InterNetwork Roaming™ capabilities, a mobile device can traverse and connect to any approved network that is available throughout the day. This feature works in conjunction with Mobility XE’s single sign-on and network session persistence so that users need not repeat the login process when they roam, suspend and resume, or go in and out of network range.

  In the field, mobile workers no longer have to configure their network connections every time they switch to a different network. Mobility XE takes care of this for them and is always actively seeking out available networks that offer better bandwidth for faster connectivity.

- **Management of Mobile Workers**: Mobility XE provides a centralized management console giving administrators a complete system-wide view, from overall metrics down to device connections, worker behavior and application use.

  For IT managers and administrators, the management console offers complete control over what their mobile workers can and can’t do. It provides visibility into how workers and devices use wireless networks; letting IT management analyze trends, forecast demand, plan for growth and maximize performance and productivity.

- **Mobile VPN Security**: Mobility XE secures network access and all data transmissions to and from mobile devices over the VPN tunnel, using AES encryption – the industry’s highest security standard meeting FERC/NERC compliance.

  For IT managers and administrators, Mobility XE ensures all data transmitted across any available wireless networks (carrier network, Wi-Fi, Satellite, private network) is secured.
Survey Results

Survey Question: What was the primary technical reason to purchase Mobility XE?

For survey respondents, 45% said that the primary technical reason for purchasing Mobility XE was to enable network roaming. All utilities indicated that they use a combination of networks which might include multiple carriers, Wi-Fi, and satellite.

Nearly 30% of utilities responded that their primary technical concern is to solve application crashing issues caused by changing IP addresses or lost connectivity. In addition many utilities use home grown and custom applications that crash or lock-up due to intermittent network connectivity, making this a prime factor in deploying Mobility XE.

Providing security for mobile devices was noted by 15% of utilities and roughly 10% indicated that providing greater management control was the key factor for their companies.
Business Benefits Overview

The operational or business benefits of deploying Mobility XE include productivity and efficiency enhancements occurring broadly across the field force and support organizations. When queried on their corporate mobile technology objectives, which ultimately resulted in deployment of Mobility XE software:

- 40% of the utilities said, “Due to the complexity of technology, our company looks for ways to simplify the use of mobile devices and make devices easier to use.”
- 33% said, “Our company invests in ‘intelligent’ technologies in order to increase the efficiency of our field workers and provide better customer service.”
- 27% of respondents indicated, “Our company invests in technology tools that allow us to better manage our assets and people.”

The primary purchasing drivers for Mobility XE are rooted in these overarching corporate mobile objectives.

Survey Question: What was the primary business reason to purchase Mobility XE?

- Nearly 40% of respondents indicated that Mobility XE was a way to reduce the complexity of mobile computing.
- About 35% of utilities said that it increased the productivity of their mobile workers.
- Over 20% said that Mobility XE made it possible to deploy more applications on mobile devices.
- And lastly, 6% of the surveyed participants mentioned Mobility XE as a way to reduce the IT support requirements around their mobile deployment, freeing IT to focus on other project work.

Specific gains quantified by survey takers occurred in the reduction in support trouble tickets, increased field job effectiveness and overall enhancement to field worker productivity.
Reduction in Support Trouble Tickets

- Nearly 100% of survey respondents indicated that there was an immediate reduction in IT support tickets related to mobile deployment problems following implementation of Mobility XE.
- Decrease in trouble tickets ranged from 10% to 80% with slightly over half of utilities seeing a drop in the 10% to 20% range.

Survey Question: After implementing Mobility XE, what has been the percentage reduction in mobile deployment trouble tickets?

Increased Field Job Effectiveness

Survey Question: Following the deployment of Mobility XE, have your field workers been able to accomplish more tasks per work day?

- Nearly 50% of responding utilities indicated that they monitored results pre and post deployment of Mobility XE. These utilities saw an increase in the number of completed tasks per work day (closed job tickets).
- Field workers could complete between three to five additional job tickets per day or an average of 15 per week per technician.
- The remaining half of the survey respondents had split results commenting either that they had not tracked results or did not have data available yet.
Survey Question: Following the deployment of Mobility XE, have your field workers spent more time in the field and less in the office?

Similarly, those utilities that responded seeing the increase in completed tasks per day also tracked an increase in the number of additional hours spent in the field.

- Over 40% of respondents indicated that their field workers spent fewer hours – to almost no hours - per week in the office.
- On average, utilities said that between 80% and 100% of their field worker’s work day is now spent in the field.

Field Worker Productivity Enhancements

Survey Question: What percentage increase in productivity have your field workers accomplished per day since installing Mobility XE?

- Over 70% of utilities said that they saw field worker productivity increases following the installation of Mobility XE.
- The largest number of responses (20%) indicated they saw increases in productivity of 10% per day.
- Additionally, some respondents found increases in productivity from 5% to 25% and 10% of those surveyed realized a 50% increase.

![Percentage of Productivity Increase Per Day](image-url)
Lastly, a survey question asked utilities to indicate the importance of Mobility XE in terms of their overall mobile deployment. Specifically, did it help to secure data, simplify the use of mobile devices, increase productivity and contribute to the overall success of their field workers and support organizations.

- Almost all of the utilities (93%) said that Mobility XE is either “Very Important” or “Important” to the success of their mobile deployment.

- Over two-thirds of respondents (70%) indicated that Mobility XE is “very important – must have, necessary for their deployment.”

- Nearly 25% said that it is, “Important – nice to have,” and the remainder of responses indicated that it is, “Helpful – offers some good features.”

- No respondents (0%) said that it is not a necessary component of their mobile deployment.

Survey Question: How important is Mobility XE to the success of your mobile deployment?

- 70% Very important - Must have, necessary for deployment
- 23% Important - Nice to have
- 7% Helpful - Offers some good features
- 0% Not necessary - Didn’t find much benefit
Conclusion

To remain competitive and see continued top line growth, utilities must identify innovative ways to increase the efficiency and productivity of one of their most valuable resources – their field workers. As the frontline for customer service, providing field workers with tools that enable them to accomplish tasks more effectively will ultimately ensure the viability of the company. As the survey results demonstrate, utilities that deploy Mobility XE, realize significant value as measured by:

- more work orders completed per day
- increase in ease of use of mobile devices
- decreased IT support needs
- better management of field-based workers / assets
- enhanced security to comply with industry requirements and standards

Over the remainder of 2010 and 2011, the utilities involved in this study indicate continuing to invest in devices and applications to support mobile initiatives. They will enable more workers to take a “wherever, whenever” approach to help them stay connected regardless of location. This will fuel continued enhancements in productivity, improvements in customer service and leadership within the utility industry.

For More Information

For more information about Mobility XE, please visit www.NetMotionWireless.com
FOR MORE INFORMATION, CONTACT US:

**United States**
Seattle, Washington
Telephone: (206) 691-5500
Toll Free: (866) 262-7626
sales@netmotionwireless.com

**Europe**
Germany and France
centraleasterneurope@netmotionwireless.com

United Kingdom
northerneurope@netmotionwireless.com

© 2012 NetMotion Wireless, Inc. All rights reserved. NetMotion® is a registered trademark, and NetMotion Wireless Locality™, Mobility XE®, Roamable IPSec™, InterNetwork Roaming™, Best-Bandwidth Routing™ and Analytics Module™ are trademarks of NetMotion Wireless, Inc. Microsoft®, Microsoft Windows®, Active Directory®, ActiveSync®, Internet Explorer®, Windows Mobile®, Windows Server®, Windows XP®, SQL Server®, Windows XP Tablet PC Edition® and Windows Vista® are registered trademarks of Microsoft Corporation. All other trademarks, trade names or company names referenced herein are used for identification purposes only and are the property of their respective owners. NetMotion Wireless technology is protected by one or more of the following US Patents: 5,771,737; 6,198,920; 6,418,324; 6,546,425; 6,826,405; 6,981,047; 7,036,645; 7,293,077; 7,574,208; 7,602,782; 7,644,171; 7,778,260 and Canadian Patent 2,303,987. Other US and foreign patents pending.