

# Spotlight

## ENERGY

### Where Mobility is Changing Boundaries and Dynamics

Mobile hyper-connectivity and disruptive market entrants like Apple, Google and Amazon are moving fiercely to transform the energy sector.

Distribution now has a bidirectional flow that will involve broader sets of partners and employees. Competition for customers is frenetic as the Internet of Things promises consumers a world of new options - from using mobile apps to remotely control their energy consumption to eventually controlling their energy sources. While CIOs face intense pressure to innovate in the cloud and generate new sources of revenue, margins are tight and security is an all-encompassing prospect.

Vox Mobile works with leading utilities to develop strategies for the use of mobile apps - in front of and behind the meter - to give a powerful boost to workforce optimization.

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### Leading U.S. oil and gas producer

*Scale and system integration to support global mobile users.*

#### Challenge:

One of the world's largest global energy suppliers needed reliable management services to support more than 35,000 globally distributed mobile users located in more than 30 countries. An environment complicated by decentralized systems, divergent teams across a wide variety of geographies and multiple carriers resulted in the lack of visibility to accurately assess and resolve user issues. Global support and the ability to respond to a rapidly changing technology environment was critical to delivering on user expectations.

#### Vox Mobile Solution:

The Vox Mobile Assist team provided 24/7 support for the global end users with a single point of contact across geographies and carriers. The Vox Encompass platform resolved the challenge of integration across a variety of technology platforms including AT&T and HP - which enabled visibility across diverse data sources while providing insights needed to quickly troubleshoot and resolve end-user issues.

#### Insights:

Vox Mobile was able to absorb the global company's complex environment and policies while optimizing the environment and mobile spend. In addition, the Vox team has been able to quickly respond to changes in business rules and systems without missing a beat on service delivery. "I haven't heard anything negative throughout your entire implementation - that just never happens!" stated an executive sponsor.

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### **Largest electric utility company in North America.**

*Safeguarding the grid for over 5 million customers and mobile workforce.*

#### **Challenge:**

As the largest electric utility company in North America, this organization is responsible for protecting the grid that services over 5 million customers. Many times, working to restore power outages takes its technicians to remote rural areas during treacherous weather conditions. The company needed a way to ensure it was in constant communication with its mobile workforce while they are in the field.

#### **Vox Mobile Solution:**

Since 2010, the energy giant has leveraged Vox Mobile's full suite of mobility management services to augment its internal support mechanisms. The company's end-users and super administrators use the client portal to manage their accounts in real-time online. Vox Mobile also provides 24/7 end-user support 365 days a year which includes support of devices, carriers, more than 10 mission critical business applications, MDMs and mobile applications. A critical part of Vox Mobile's management services includes billing expense management of carrier enabled devices and supporting thousands of IoT devices which are used in the field to maintain their commercial and residential meters. Vox Mobile's real-time user support capabilities helps get mobile users back in the field in a timely manner.

#### **Insights:**

Working with Vox Mobile, the company's goals are to continue to deliver a retail, consumer type experience to its mobile employees, invest heavily in cyber security and execute on strategic IoT projects such as its "Behind the Meter" initiative.