

Network Visibility and Seamless User Experience Boost Productivity for Yorkshire Water

The Challenges

Yorkshire Water's 1,800 field technicians respond to water delivery and quality issues such as water discoloration and burst pipes. The technicians responsible for this region of over five million residents rely on mobile connectivity to access schedules, maps, pipe location data, telemetry feeds and more. Rather than helping this mobile workforce, the utility's legacy VPN of 15 years offered no troubleshooting tools and provided no visibility into whether issues originated on a device, the network, the software, the modem, or the SIM card. "We never had a full picture of what was going on," said Technical Lead, Martin Day. The organisation needed a new solution, but management also demanded that the transition avoided disrupting business.

The Solution

Ultimately, Yorkshire's transition from the previous VPN to NetMotion incurred no negative impact. "We put NetMotion on the devices and it just worked," said Day. Tech support now has full visibility into its devices, coverage areas, and user engagement. The IT team finds the system easy to maintain and patch, and appreciates the system's resiliency and capacity for expansion. Most important, the field technicians and business users now have uninterrupted, seamless connections with a single login, whether they're using third-party Wi-Fi, 4G, or at home. "The user experience is massively enhanced," continued Day. "It's opened up a whole new world of connectivity for us."



The diagnostic tools are particularly strong. It gives us a coverage map, by device, by 2G/3G/4G, and a view of connectivity across the whole area

**-Darren Metcalfe,
Infrastructure Clients Manager**

With full visibility into devices, network traffic and coverage areas, the support team is able to handle all front-line resolutions. They use NetMotion tools to track technicians' locations and monitor device health. The system offers a full inventory of devices, providing modem and firmware information. "If we see a lot of dropped connections, we drill down into that data," said Darren Metcalfe, Infrastructure Clients Manager. "It also tells us whether we've got a problem with an application. We know directly where the problem lies rather than rooting around for what seems like an eternity."



The user experience is massively enhanced. It's opened up a whole new world of connectivity for us.

**- Darren Metcalfe,
Infrastructure Clients Manager**

The Results

NetMotion delivers powerful visibility so support teams can zero-in on the root cause of connectivity issues and solve them rapidly. With a single login across any network, the user experience is seamless. After initially deploying with 2,600 licenses to its field technicians, Yorkshire Water now has 10,000 licenses deployed across all employees at the utility, further ensuring business continuity.

- Improved diagnostics and visibility for faster troubleshooting
- Seamless deployment with no impact on business
- Enhanced user experience with seamless support for home and third-party Wi-Fi networks
- Single sign-on and device authentication
- Resiliency and failover for the system between Yorkshire water data centers
- Enhanced business continuity throughout all departments

For more NetMotion success studies: [CLICK HERE](#)

To learn more about NetMotion: [CONTACT US](#)