SECURE BUSINESS TRANSFORMATION THROUGH MDM

November 7, 2017
AGENDA

1. Need for Mobile Device Management (MDM)
2. MDM Implementation
3. MDM Benefits and Lessons Learned
4. Next Steps with MDM

A quick note about Mike….
WHO WE SERVE

Customers: 130,000
Territory: 70,000 mi²
Linemen: 170
Employees: 770
“Mobile device management (MDM) is…”
ENROLLED DEVICES IN OUR MDM = 687

- **Employee Owned**: 27%
- **Company Owned**: 73%

- **iPhones**: 66%
- **Windows laptops**: 21%
- **iPads**: 13%
- **Androids**: <1%
Organic growth in mobile use pre-2013

First mobile policy implemented 7/1/2013

Heightened awareness of security vulnerability and functional constraints 10/1/2014

Updated mobile policies implemented 1/1/2016

MDM Selection 9/1/2015

MDM Deployment 6/1/2016

GoLive

Email only Pilot 05/01/15 - 08/31/15

MDM Selection 09/01/15 - 12/31/15

MDM Deployment 01/01/16 - 06/01/16
OUR NEED FOR MDM
OUR MOBILE NEEDS

Data Security

Functional Mobility

Device Security

Administrative Tools
OUR MOBILE NEEDS: FUNCTIONAL MOBILITY
OUR MOBILE NEEDS: DEVICE SECURITY
OUR MOBILE NEEDS: ADMINISTRATIVE TOOLS
MDM IMPLEMENTATION
IMPLEMENTATION

MDM Selection

Change Management

Deployment

Reinforcement
IMPLEMENTATION: CHANGE MANAGEMENT
IMPLEMENTATION: CHANGE MANAGEMENT

Organizational change

Current ➔ Transition ➔ Future

Made up of individual changes

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IMPLEMENTATION: REINFORCEMENT
SOME CHALLENGES
BENEFITS AND LESSONS LEARNED
“Providing company data securely to any location on any device.”

“Extension of work – in your pocket.”
“Pushing tools into the hands of our employees.”
BENEFITS: SECURITY OF DATA AND DEVICES
BENEFITS: TUNNELING

- AirWatch
- DMZ Server
- Internal Server
- OTP Network
BENEFITS: COST SAVINGS
BENEFITS: ADMIN CAPABILITIES
LESSONS LEARNED: ACCOMMODATING PERSPECTIVES
NEXT STEPS
"Pin and you’re in!"
ON THE HORIZON

MDM

Service Orders

Work Management

Mobile Self Service
  • HR
  • IT
  • Facilities

Enhanced GIS Delivery

Outage Management

Asset Management
I love it. It gives me access when I need it where I need it. I don’t feel so disconnected from the office… I feel just as connected as if I were right here in town. The access to the project sites on my phone is amazing… Just extremely helpful.

Stephanie Hoff, Manager, Public Relations