

## SUMMARY

The Mobility Center of Excellence will help this utility successfully provide mobile computing solutions to over 2,000 workers with a savings of one half hour to two hours per day, per worker.

## OUR SERVICES

Management Consulting  
Business Intelligence  
Custom Solutions  
Mobile Computing  
ERP

## CONTACT US

For more information on any of our services please visit us on the web at [www.daugherty.com](http://www.daugherty.com) or contact us 800.737.8200.

## OFFICES

St. Louis (HQ)  
Atlanta  
Chicago  
Dallas  
Minneapolis

# Daugherty Helps Utility Establish a Mobility Center of Excellence

## BUSINESS CHALLENGE

This public utility has over two million electric customers and one million natural gas customers. The company was beginning to implement mobile solutions, such as Blackberry, PDA applications, Tablet PCs, laptops, but was doing so as individual projects with siloed technologies and repetitive investments. The company was not taking advantage of the primary benefits mobility solutions could offer them, such as improved efficiency and safety and reductions in costs and outages. Our client asked for our help because of our proven ability in delivering similar strategic mobility solutions to other clients. They needed direction in creating a mobile strategy for their organization and implementing a solution.

## SOLUTION

Daugherty used a customized version of our proven Mobility Strategy and Roadmap process. Our team collaborated with utility executives, business managers, IT leaders and operations personnel to define the mobility vision, and to identify and prioritize new business capabilities that addressed company goals and objectives. In addition, the team identified how to improve the management of mobile services, including centralizing the management of carriers, contracts, and deployment. We developed standards for classifications of devices, applications and support, and established governance policies, practices and metrics. We then provided oversight in the implementation of a Mobility Center of Excellence.

## RESULTS

In 8 weeks, Daugherty developed a custom Mobility Strategy and Roadmap that enabled our client to

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*“The Mobility Center of Excellence provided a jump start and guide to IT as we worked to ensure the highest degree of success for our mobility strategy.”*

*~Vice President, Information Technology*

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achieve its business objectives, including faster response and improved management of critical events for all business lines with a focus on energy generation and energy delivery. The Mobility Strategy provided high-level business cases and a Roadmap which included initiatives and associated dependencies, work estimates, budgets and timelines. The utility adopted the Mobility Strategy and Roadmap, and IT Management enhanced its operations to create a Mobility Center of Excellence. The company prioritized all other Roadmap initiatives with the goal of implementing custom mobile solutions for approximately 2,000 workers with an expected time savings of one-half to two hours per worker. Daugherty was then asked to assist with the Mobility Center of Excellence implementation, providing expertise and support in the following categories:

- Mobile Technologies – devices, networks, access gateways, evaluation and testing
- Organization – organization structure, governance, roles and responsibilities
- Services – access to e-mail, access to applications, mobile development tools
- Process and Policies – technology selection, development process, usage guidelines, access policies, etc.