

# Brand Case Study

## Scotia Gas Networks

Making Mobile Data a Reality



## Scotia Gas Networks connect to Seamless Mobility!

### *The Company*

Scotia Gas Networks (SGN) is a joint venture subsidiary of Scottish & Southern Energy (SSE) and is one of the largest gas distribution companies in the UK. SGN is responsible for delivering gas to over 5.6 million customers safely, reliably and efficiently.

### *The Challenge*

An essential part of SGN's business includes the work of their field service teams, who attend emergency call outs, and carry out installations and undertake critical maintenance work. It was an important business requirement to SGN that these 'first response' teams were able to receive "always on" reliable access to job applications in real time.

So SGN needed a solution to address certain functional areas to cover their mobile data policies, these included:

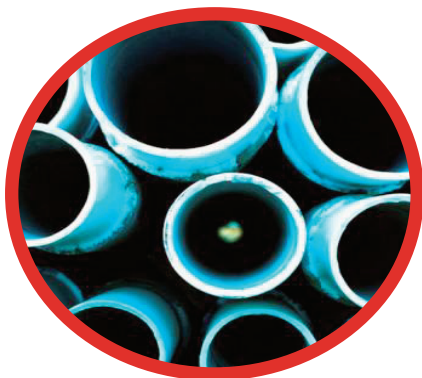
- **Security Concerns:** Ensuring that data is secure and all intrusion attempts are prevented.
- **Seamless Roaming:** Allowing remote workers to move from one wireless network to another (for example, GPRS to GSM) in a seamless and reliable way – so not losing connection.
- **Lone Worker / Health & Safety:** An important new requirement of the Health & Safety at Work Act, supporting Lone Workers out in the field and having the ability to locate and contact them.
- **Integration:** Having the ability to work with off-the-shelf and customized applications and systems to which remote workers need access to.

## *The Solution*

Brand's mobility technology offered SGN remote workers a powerful, seamless mobile experience. The Brand solution was able to offer SGN all the benefits of business access computing over multiple network standards and covered the issues of reliability, ease of use, cost, low risk, future proofing, scalability, speed, security and compatibility with existing investments.

Brand's Apollo 'Anywhere' solution provided SGN with full 'real-time' access to LAN, business applications or Internet service via whatever communications medium that was available e.g. GPRS, GSM, Wifi etc. in a simple, secure, resilient, high speed and cost effective manner.

Moving between areas and wireless environments can be a challenge to any mobile user – with lost connections and switching to new networks causing re-connection / logging on issues can be frustrating and time consuming. The Brand solution removed these problems by providing seamless roaming and call recovery across all communication bearers, ensuring continuity of connection without any user intervention – giving SGN a 'always on' reliable service whilst on the move.



Security was also maintained by using VPN dynamic tunneling to add strengthened security to SGN's network. Brand ensured that only valid users can establish sessions and access applications throughout the day with military grade AES encryption.

The solution also included Brand's 'Asset Manager' location based service, which offered SGN a GPS mapping solution for optimizing customer service and helped them comply to the new health and safety at work regulations in respect to lone working.

The solution was able to work on any mobility device that SGN wished to deploy in the field – whether it was a laptop or a pda device. Brand also offered SGN comprehensive management control of the system, by using 'Customer Care' gave them a real time reporting system of the entire system, to allow monitoring, diagnostics and control.

Throughout the project Brand worked closely with SGN staff to provide an effective mobility service with first class customer support. We aimed to respond to any requests in an extremely quick and effective manner and provide SGN with an knowledgeable and helpful service.

## *The Results*

In the initial successful deployment of Brand's Apollo 'Anywhere' solution into SGN's network, over 2,000 remote employees were able to gain fast and reliable access to business critical application such as 'dynamic job despatch' and access to other back office applications including plans, maps, corporate databases and email.

SGN's mobile users now can maintain true 'always-on' reliable access to applications in real time. Brand has helped make this possible by providing a well proven, reliable and secure solution for the mobile workers out in the field.

SGN have been very impressed by the Brand solution both in terms of the impact it has had on efficiency and customer service, and with such successful results SGN are now looking at the business options of deploying the Brand Apollo 'Anywhere' solution out into further different sections of the business.

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