Modernizing IT Operations
to Support a More Mobile & Resilient Utility Workforce

NES Utility Spotlight

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Mobility Is No Longer Optional

Supporting crews wherever the work happens

The expectation has shifted.

Field teams need applications, maps, communications, and coordination tools where the work is happening — not after the work returns to the office.

Daily Work

Storm Response

Operational Continuity

One mobile operating model must support all three.

Before iPads: Field Technology Was Limiting Operations

Operational demand had outgrown our legacy mobile approach

Operational Limitations

- GETAC devices supported core work but offered limited mobile capabilities. Multiple tools required
- Field access to modern applications and data was constrained
- User experience and adoption varied across teams
- Physical space in vehicles constrained by hardware

Spring 2025: First-Iteration Challenges

- Device and configuration standards were still being defined. IT vision misaligned to business needs.
- User expectations varied significantly by role and workgroup
- Requests and deployments required extensive manual interpretation
- The initial approach would have been difficult to scale and support
- Attempted shared devices to save capital and operating expenses. That boxed us into security configurations that were limiting.

The challenge was not simply replacing GETACS with iPads. It was building an enterprise mobility model that could scale.

Universal Endpoint Management

Filling the gaps in visibility

Where we were

- 5 tools to manage endpoints and deliver remote troubleshooting
- Limited standardization of personas
- Separate automated patching tool
- In-person troubleshooting for iPads

Where we wanted to be

- One tool to manage assets and support end-user experience, regardless of OS
- Unified security policy management
- Full Integrated Automated Patching
- Remote iPad troubleshooting

ManageEngine - Endpoint Central Became Our Control Tower

ManageEngine’s EndPoint Central is our single platform to deploy, support, and monitor mobile devices

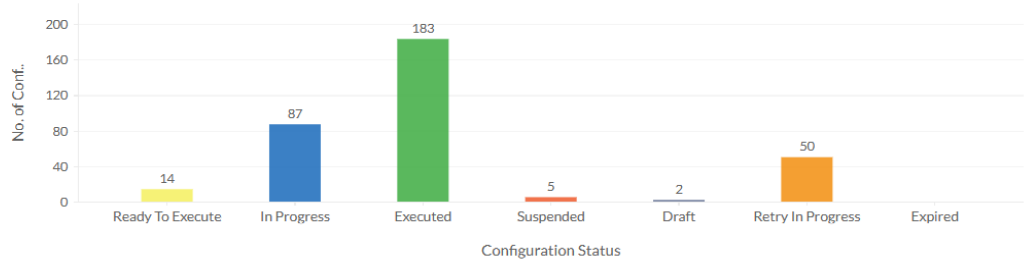
- Centralized device management – single pane of glass
- Remote troubleshooting
- Improved patching and compliance
- Real-time device visibility
- Reduced Service Desk visits
- Ability to manage multiple OS in a single platform

Summary | Zia's Analysis | Useful Links

Want to analyze usage metrics for every technician?

1403 Managed computers

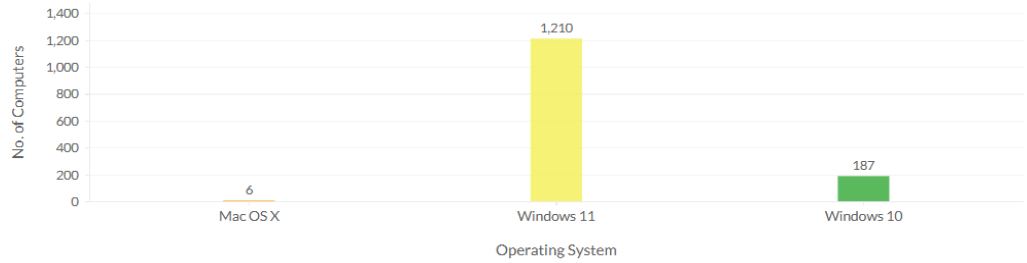
Configuration Summary



Recently Added/Modified Configurations

Configuration Name	Status
Fix CPC Okta Missing Registry Keys	Suspended
CPC Okta Pre-Logon Status Check	In Progress
Okta Verify for CPC	Suspended
Install - WebEx All Devices	In Progress
Nessus Agent - All Devices	In Progress

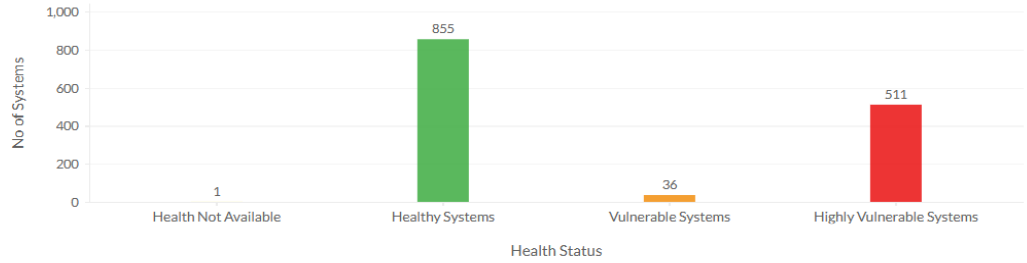
Computers by Operating System



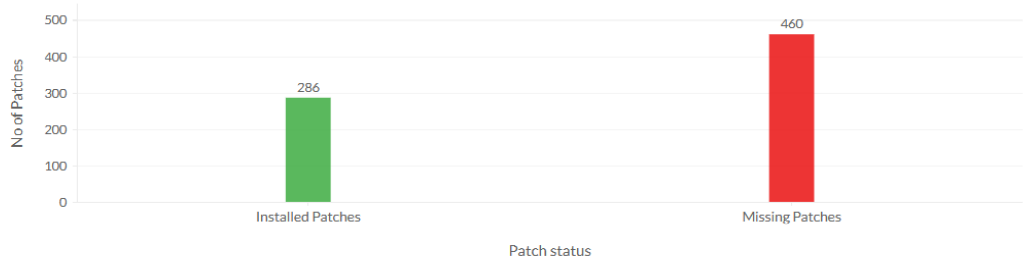
Software Summary

Total Software	:	4870
In Compliance Licenses	:	0
Over-Licensed	:	0
Under-Licensed	:	0
License Expired	:	0
Prohibited Software	:	6

System Health Graph

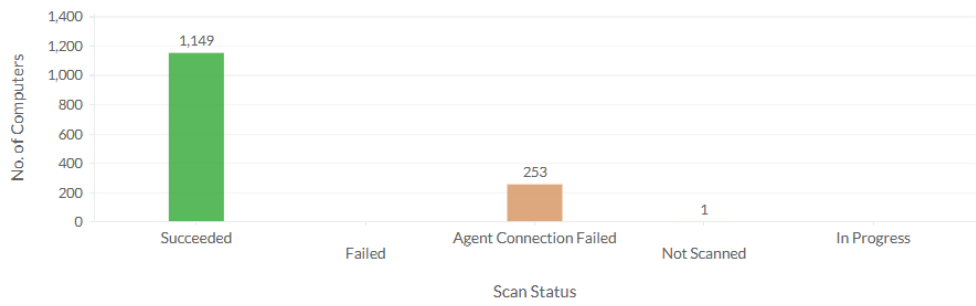


Network Patch Status

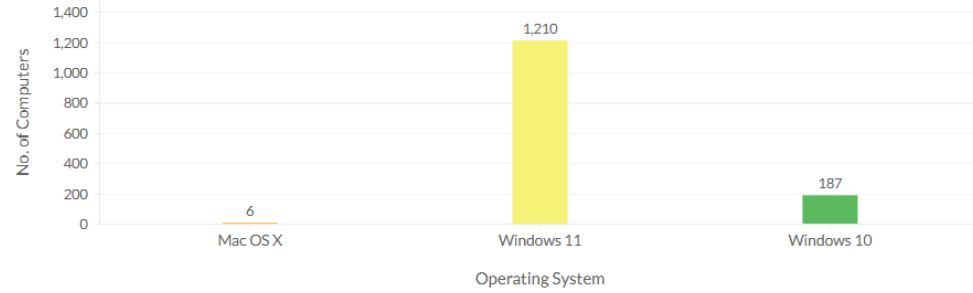


- Views
  - Computers
  - Hardware
  - Software
  - Alerts
  - Inventory Reports
- Application Control
  - Prohibit Software
  - Block Executable
- Actions / Settings
  - Scan Systems
  - Device Warranty
  - File Scan Rules
  - Scan Settings
  - Software Metering
  - Manage Licenses
  - Manage Software Category
  - Configure Alerts
  - Schedule Scan

Computer Audit Summary



Computers by OS



Software Summary

Total Software	:	4870
Commercial Software	:	19
Non-Commercial Software	:	516
Prohibited Software	:	6

Software Compliance Summary

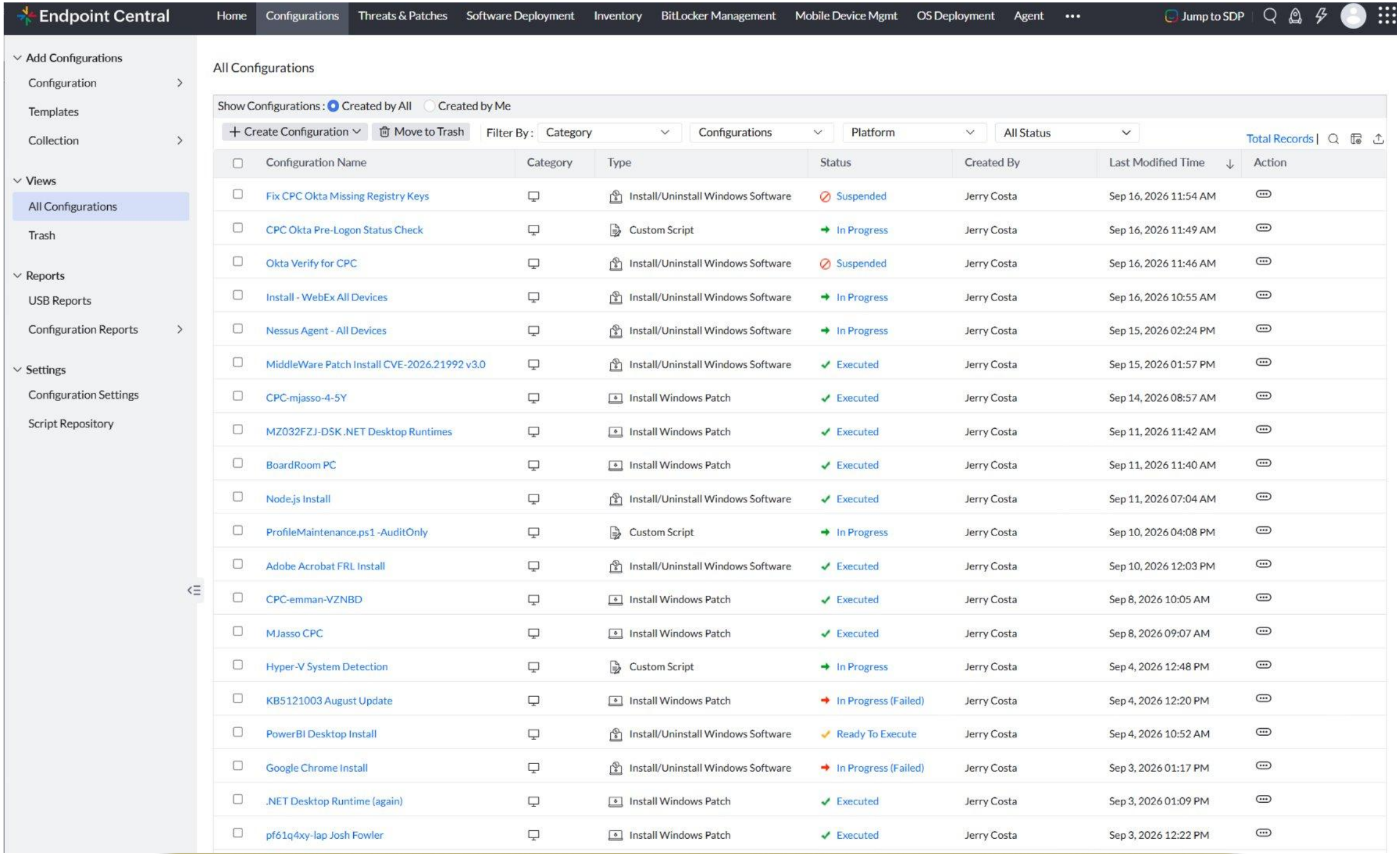
Licenses In Compliance	:	0
Over-Licensed	:	0
Under-Licensed	:	0
Expired License	:	0

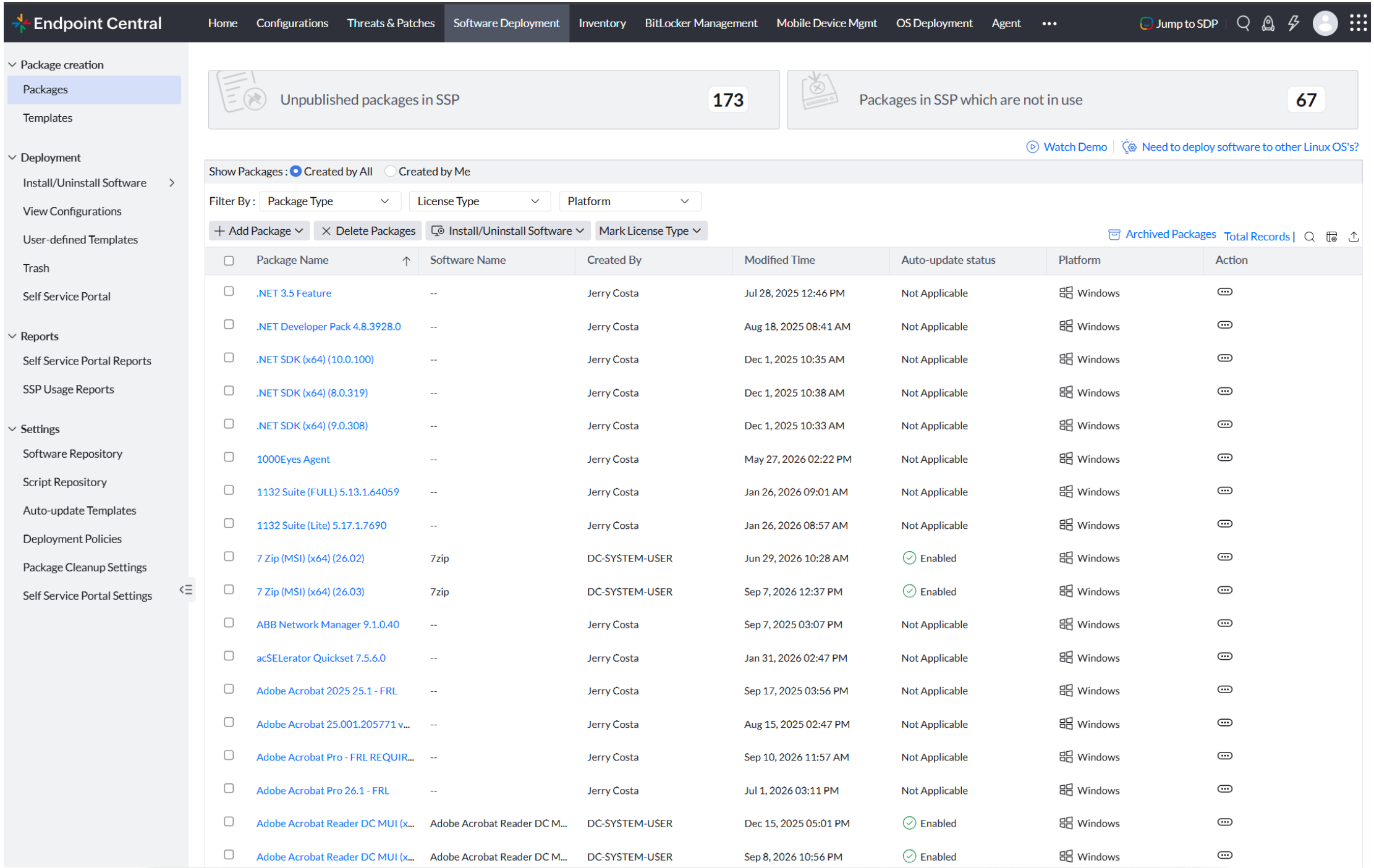
Warranty Summary

Warranty in Compliance	:	646
Expired Warranty	:	313
Unidentified	:	443

Recently Installed Software (Recent 5 Software)

Software Name	Installed Date	Installed Computers
Microsoft Windows Desktop Runtime 10.0.9 (x86)	Sep 16, 2026	5VPMTW3-LAP
Microsoft Windows Desktop Runtime 10.0.12 (x86)	Sep 16, 2026	PF57PET4-LAP
Adobe Acrobat (64-bit)	Sep 16, 2026	VMAUDIT05
Dell Command | Update for Windows Universal	Sep 16, 2026	2D2DCY3-LAP
Microsoft Windows Desktop Runtime 10.0.9 (x86)	Sep 16, 2026	J5W5DK3-LAP


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Views
All Configurations
Trash
Reports
USB Reports
Configuration Reports
Settings
Configuration Settings
Script Repository
All Configurations
Show Configurations : Created by All Created by Me
Create Configuration
Move to Trash
Filter By : Category Configurations Platform All Status
Total Records
Configuration Name | Category | Type | Status | Created By | Last Modified Time | Action
Fix CPC Okta Missing Registry Keys | Install/Uninstall Windows Software | Suspended | Jerry Costa | Sep 16, 2026 11:54 AM
CPC Okta Pre-Logon Status Check | Custom Script | In Progress | Jerry Costa | Sep 16, 2026 11:49 AM
Okta Verify for CPC | Install/Uninstall Windows Software | Suspended | Jerry Costa | Sep 16, 2026 11:46 AM
Install - WebEx All Devices | Install/Uninstall Windows Software | In Progress | Jerry Costa | Sep 16, 2026 10:55 AM
Nessus Agent - All Devices | Install/Uninstall Windows Software | In Progress | Jerry Costa | Sep 15, 2026 02:24 PM
MiddleWare Patch Install CVE-2026.21992 v3.0 | Install/Uninstall Windows Software | Executed | Jerry Costa | Sep 15, 2026 01:57 PM
CPC-mjasso-4-5Y | Install Windows Patch | Executed | Jerry Costa | Sep 14, 2026 08:57 AM
MZ032FZJ-DSK .NET Desktop Runtimes | Install Windows Patch | Executed | Jerry Costa | Sep 11, 2026 11:42 AM
BoardRoom PC | Install Windows Patch | Executed | Jerry Costa | Sep 11, 2026 11:40 AM
Node.js Install | Install/Uninstall Windows Software | Executed | Jerry Costa | Sep 11, 2026 07:04 AM
ProfileMaintenance.ps1 -AuditOnly | Custom Script | In Progress | Jerry Costa | Sep 10, 2026 04:08 PM
Adobe Acrobat FRL Install | Install/Uninstall Windows Software | Executed | Jerry Costa | Sep 10, 2026 12:03 PM
CPC-emman-VZNBD | Install Windows Patch | Executed | Jerry Costa | Sep 8, 2026 10:05 AM
MJasso CPC | Install Windows Patch | Executed | Jerry Costa | Sep 8, 2026 09:07 AM
Hyper-V System Detection | Custom Script | In Progress | Jerry Costa | Sep 4, 2026 12:48 PM
KB5121003 August Update | Install Windows Patch | In Progress (Failed) | Jerry Costa | Sep 4, 2026 12:20 PM
PowerBI Desktop Install | Install/Uninstall Windows Software | Ready To Execute | Jerry Costa | Sep 4, 2026 10:52 AM
Google Chrome Install | Install/Uninstall Windows Software | In Progress (Failed) | Jerry Costa | Sep 3, 2026 01:17 PM
.NET Desktop Runtime (again) | Install Windows Patch | Executed | Jerry Costa | Sep 3, 2026 01:09 PM
pf61q4xy-lap Josh Fowler | Install Windows Patch | Executed | Jerry Costa | Sep 3, 2026 12:22 PM


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User-defined Templates
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Reports
Self Service Portal Reports
SSP Usage Reports
Settings
Software Repository
Script Repository
Auto-update Templates
Deployment Policies
Package Cleanup Settings
Self Service Portal Settings
Unpublished packages in SSP
173
Packages in SSP which are not in use
67
Watch Demo
Need to deploy software to other Linux OS's?
Show Packages : Created by All Created by Me
Filter By : Package Type License Type Platform
Add Package
Delete Packages
Install/Uninstall Software
Mark License Type
Archived Packages
Total Records
Package Name
Software Name
Created By
Modified Time
Auto-update status
Platform
Action
.NET 3.5 Feature -- Jerry Costa Jul 28, 2025 12:46 PM Not Applicable Windows
.NET Developer Pack 4.8.3928.0 -- Jerry Costa Aug 18, 2025 08:41 AM Not Applicable Windows
.NET SDK (x64) (10.0.100) -- Jerry Costa Dec 1, 2025 10:35 AM Not Applicable Windows
.NET SDK (x64) (8.0.319) -- Jerry Costa Dec 1, 2025 10:38 AM Not Applicable Windows
.NET SDK (x64) (9.0.308) -- Jerry Costa Dec 1, 2025 10:33 AM Not Applicable Windows
1000Eyes Agent -- Jerry Costa May 27, 2026 02:22 PM Not Applicable Windows
1132 Suite (FULL) 5.13.1.64059 -- Jerry Costa Jan 26, 2026 09:01 AM Not Applicable Windows
1132 Suite (Lite) 5.17.1.7690 -- Jerry Costa Jan 26, 2026 08:57 AM Not Applicable Windows
7 Zip (MSI) (x64) (26.02) 7zip DC-SYSTEM-USER Jun 29, 2026 10:28 AM Enabled Windows
7 Zip (MSI) (x64) (26.03) 7zip DC-SYSTEM-USER Sep 7, 2026 12:37 PM Enabled Windows
ABB Network Manager 9.1.0.40 -- Jerry Costa Sep 7, 2025 03:07 PM Not Applicable Windows
acSELerator Quickset 7.5.6.0 -- Jerry Costa Jan 31, 2026 02:47 PM Not Applicable Windows
Adobe Acrobat 2025 25.1 - FRL -- Jerry Costa Sep 17, 2025 03:56 PM Not Applicable Windows
Adobe Acrobat 25.001.205771 v... -- Jerry Costa Aug 15, 2025 02:47 PM Not Applicable Windows
Adobe Acrobat Pro - FRL REQUIR... -- Jerry Costa Sep 10, 2026 11:57 AM Not Applicable Windows
Adobe Acrobat Pro 26.1 - FRL -- Jerry Costa Jul 1, 2026 03:11 PM Not Applicable Windows
Adobe Acrobat Reader DC MUI (x... Adobe Acrobat Reader DC M... DC-SYSTEM-USER Dec 15, 2025 05:01 PM Enabled Windows
Adobe Acrobat Reader DC MUI (x... Adobe Acrobat Reader DC M... DC-SYSTEM-USER Sep 8, 2026 10:56 PM Enabled Windows

167 Total Vulnerabilities — 10.8% vs last week

Critical	Important	Moderate	Low
51	95	16	5

11 CISA KEV By Due Date — 8.3% vs last week

>90d	60-90d	30-60d	<30d
1	0	3	7

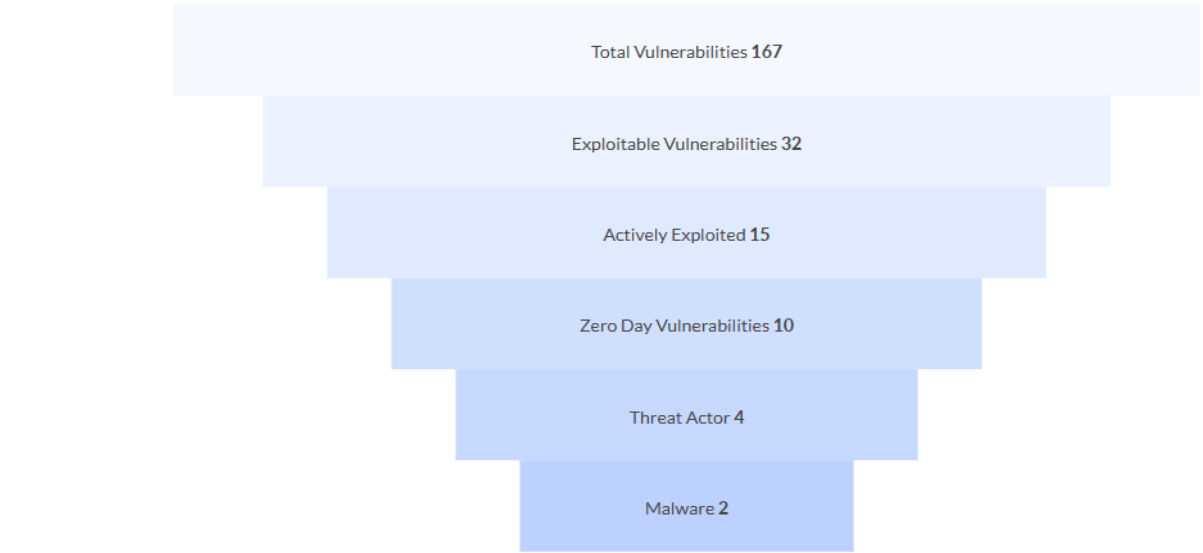
26 Emerging Risk Catalog By Warned Date — 7.1% vs last week

>90d	60-90d	30-60d	<30d
4	2	12	8

10 Zero-Day By Published Date — 16.7% vs last week

>90d	60-90d	30-60d	<30d
2	0	2	6

Risk Prioritization by Threat Exposure



Recommendations

Reduce Ransomware Exposure
Install 2 critical patches on 20 systems to eliminate 1% of ransomware-related vulnerabilities.
Affected Systems 20 — View Data — Deploy

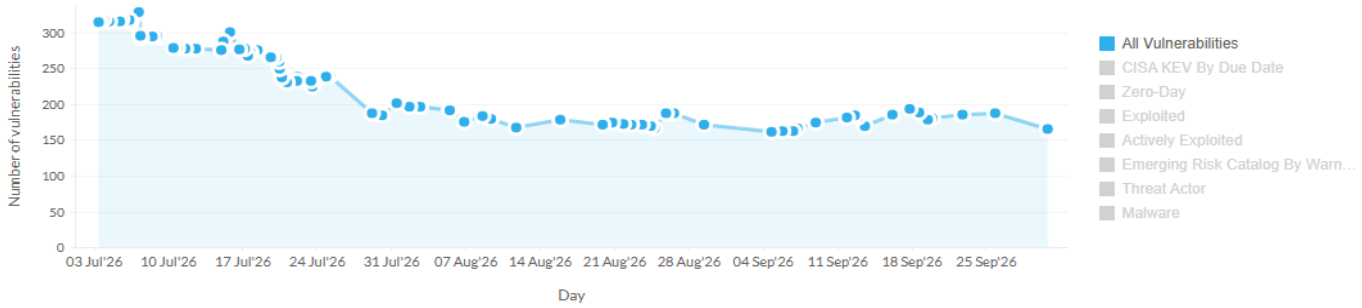
Fix Overdue KEV Vulnerabilities
Apply 7 patch on 75 endpoint to remediate 7% of overdue CISA KEV vulnerabilities.
Affected Systems 75 — View Data — Deploy

Reduce Threat Actor Exploits
Deploy 3 patch on 22 system to block 2% of threat actor exploits.
Affected Systems 22 — View Data — Deploy

Remediate Zero-Day Vulnerabilities
Deploy 5 vendor hotfixes on 70 system to fix 5% of detected zero-day vulnerabilities.

Vulnerabilities Over Time

Unique Vulnerability Count



Vulnerability Age Matrix

All

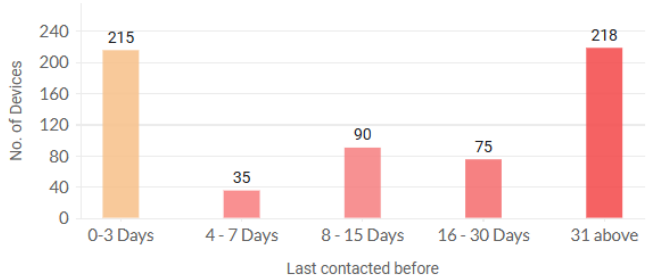
Discovered Date | Published Date

	Critical	Important	Moderate	Low	Info	Unrated
>90 days	2	27	5	2	0	0
60-90 days	11	11	0	0	0	0
30-60 days	14	22	4	0	0	0
<30 days	24	35	7	3	0	0

633	553	0	167	0
Enrolled Devices	Enrolled Users	Enrollment Pending	Inactive Devices	Devices with blocklisted apps

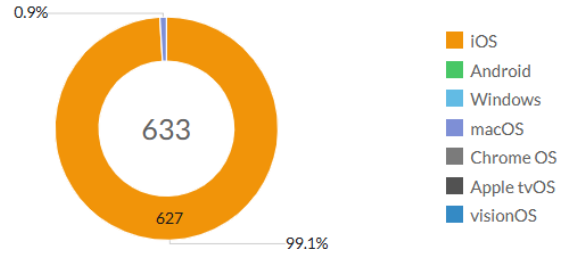
Last Contact Summary

Summary of managed devices based on last contact time



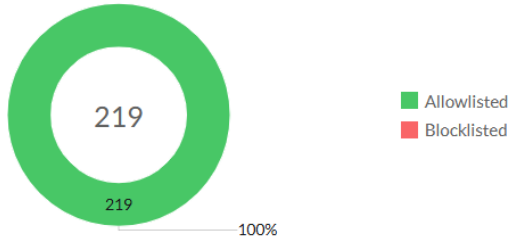
Platform Type

Summary of managed devices based on platform



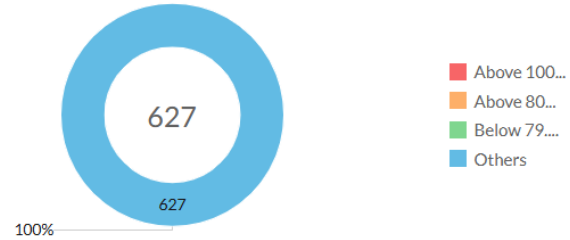
App Summary

Summary of blocklisted and allowlisted apps detected in the network



Data Usage

Summary of mobile data usage based on current cycle with defined data limit.



Audit Log Feed

The host 216.248.21.51 is connected as matt rockwell with Administrator role
matt rockwell — moments ago

Inventory scan success for device D2XRG4JPWV-NES
nashville electric service — 1 hour ago

Enrollment Invite for the user jhitchcock@nespower.com(jhitchcock@nespower.com) has been successfully removed
Kevin Tobias — 3 hours ago

Device K7LDQ04W9H-NES has been successfully removed from the list of managed devices
Kevin Tobias — 3 hours ago

Complete Wipe command executed on K7LDQ04W9H-NES successfully
Kevin Tobias — 3 hours ago

Complete Wipe command sent to K7LDQ04W9H-NES successfully
Kevin Tobias — 3 hours ago

Device "K7LDQ04W9H-NES" has been removed successfully from the device group "All iOS and iPadOS Devices - Dynamic"
Kevin Tobias — 3 hours ago

Telecom Policy **Telecom Expense Policy** has been successfully disassociated with the specific device K7LDQ04W9H-NES
Kevin Tobias — 3 hours ago

More>>

Quick Links

Hide

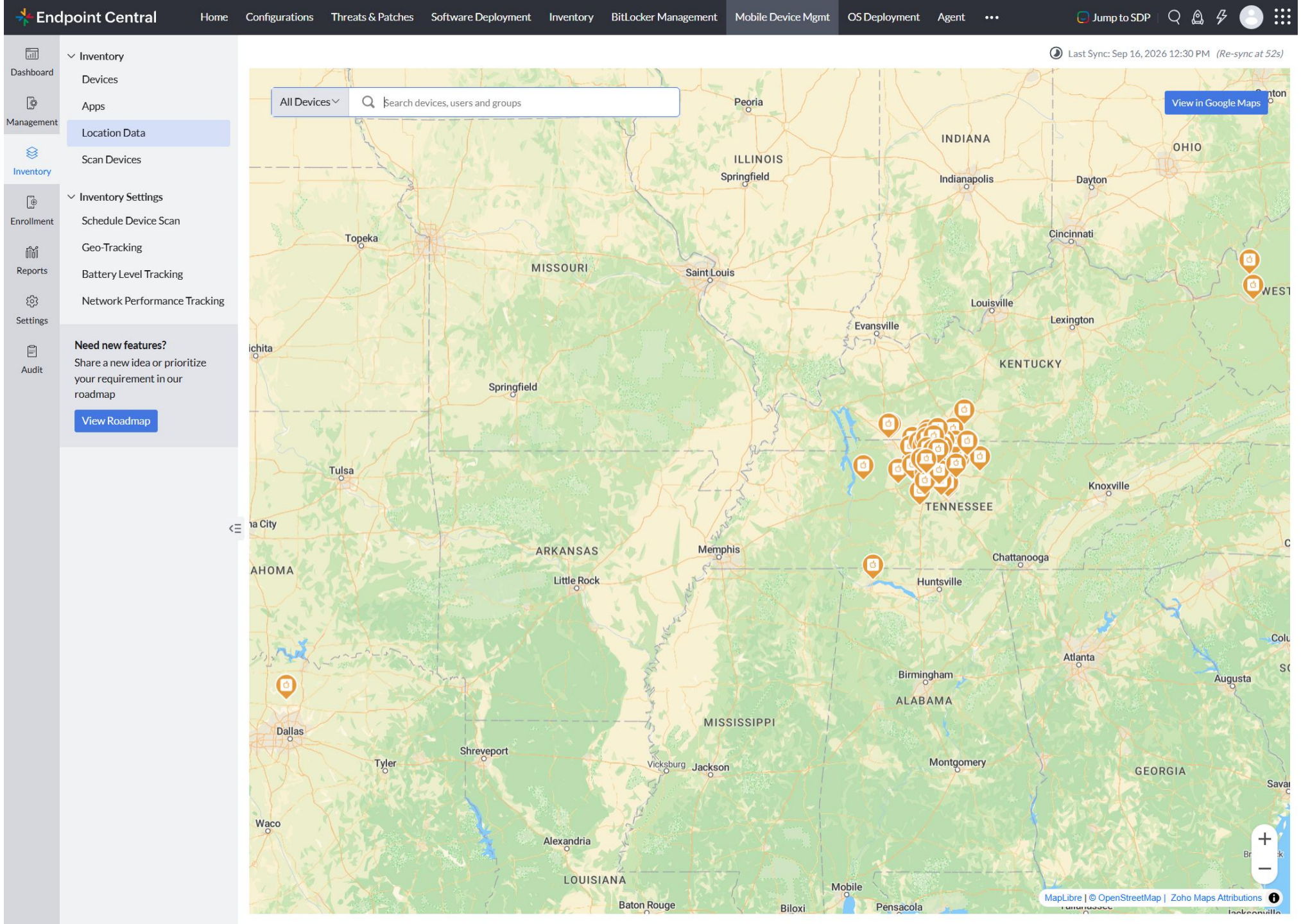
How To's | FAQ

1. How to add a technician?
2. How to generate and add an APNs Certificate?
3. How to enroll a device?
4. How to associate profiles to groups?
5. How to distribute apps to groups?

More | Roadmap

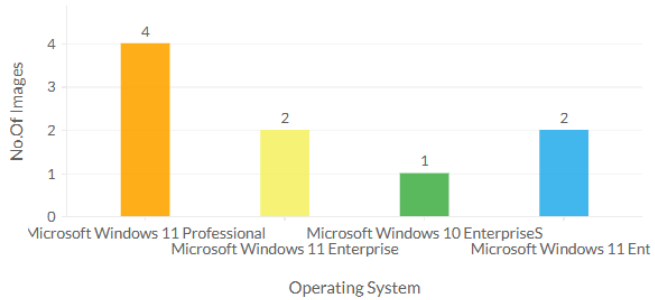

00:00:53
View
Session
Chat
9:23 AM Tue Sep 22
Okta Verify
Waiting...
OracleFusionApps
SharePoint
Edge
Teams
Word
Outlook
Excel
OneDrive
OneNote
Tennessee 811
Smartsheet
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Camera
Photos
Translate
Safari
TestFlight
Windows

NES

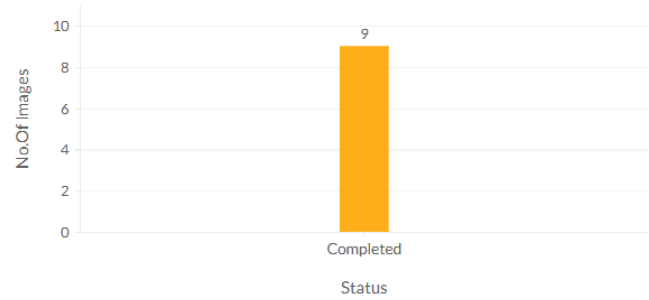

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Location Data
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Inventory Settings
Schedule Device Scan
Geo-Tracking
Battery Level Tracking
Network Performance Tracking
Need new features?
Share a new idea or prioritize your requirement in our roadmap
View Roadmap
Last Sync: Sep 16, 2026 12:30 PM (Re-sync at 52s)
All Devices
Search devices, users and groups
View in Google Maps
Peoria
ILLINOIS
Springfield
INDIANA
Indianapolis
Dayton
OHIO
Cincinnati
Topeka
MISSOURI
Saint Louis
Louisville
Lexington
Evansville
KENTUCKY
Springfield
Tulsa
Knoxville
TENNESSEE
ARKANSAS
Memphis
Chattanooga
Little Rock
Huntsville
Atlanta
Birmingham
Augusta
ALABAMA
MISSISSIPPI
Dallas
Shreveport
Tyler
Vicksburg
Jackson
Montgomery
GEORGIA
Waco
Alexandria
LOUISIANA
Mobile
Baton Rouge
Biloxi
Pensacola
MapLibre | © OpenStreetMap | Zoho Maps Attributions

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  - Deployment Template
  - Add Applications
  - Computer Specific Settings
- Deploy
  - Create Bootable Media
  - Deployment Task
  - Instant task
  - Zero Touch Task
  - Standalone Task
  - Deployment Status
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  - Image Repository
  - Driver Repository
  - Cloud Storage
- Admin
  - Drivers
  - Remote Office
  - Settings
  - License Details
  - Action Log Viewer

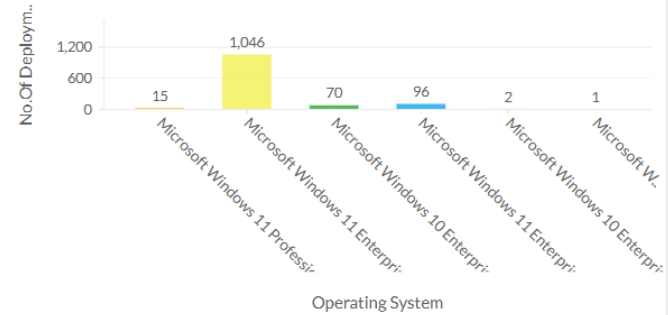
Images By OS



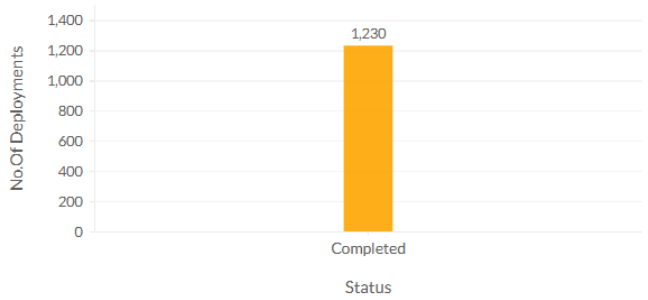
Images By Status



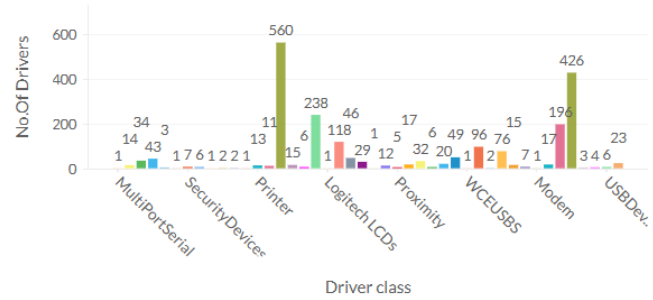
Deployment By OS



Deployment By Status



Drivers By Class



Quick Links

Hide

How Tos | Knowledge Base | FAQ

1. How to perform Online Imaging?
2. How to perform offline imaging?
3. How to disable BitLocker encryption?
4. How to manually install image creator components?
5. How to manually replicate image from local office to remote office?

More | Roadmap

600+ Devices Deployed in Months, Not Years

Technology enabled speed — project discipline enabled success

4	1	600
Standard Personas	Project Charter	iPads Requested over 6 months

Governance + Structure = Speed at Scale

- Defined standards prevented constant rework
- Governance created shared decision boundaries
- Clear ownership, defined expectations, and intentional project management created efficiency
- Endpoint tooling made the process scalable

Standardization Created Scale

We standardized around personas, not devices

Field Crew

Core field apps, maps, forms

Engineering (Bird Dog)

Assessment, tracking, communication

Field Supervisor

Coordination, visibility, approvals

Storm Kit

Ready-to-deploy emergency configuration

Common roles + consistent configurations = faster deployment and simpler support

Then Winter Storm Changed Everything

Our project became a storm-response capability

- Repurposed 450 project iPads for field operations
  - 40-60/day over 10 days
- Supported bird dog and restoration activities
- Reconfigured devices as needs changed
- Reclaimed and re-imaged nearly all 450 iPads post-Fern to get project back on track



Mobile Devices Became Operational Intelligence

Visibility improved coordination and safety

The shift: IT-managed device data became a source of operational awareness.

Device location

provided crew visibility to System Operations

Bird dog coordination

improved situational awareness

Accountability

strengthened response operations



Storm Readiness Starts Before the Storm

Pre-staged storm kits changed our response model

- Fully configured devices
- Charged and ready for deployment to contractors
- Mobile charging and storage carts
- Immediate field readiness



We Simplified the Request Experience

From custom requests to a catalog-driven model

Before

- Email and Teams IM requests
- Endless variations
- Manual interpretation
- Hands-on troubleshooting

After

- ServiceNow catalog, repeatable fulfillment
- Approved personas
- Defined hardware and applications
- Virtual updates and troubleshooting

Outcomes That Matter

Better support. Better visibility. Better readiness.

Faster
Device Deployment

Less
Manual Effort

Improved
Patch Compliance

Reduced
Support Burden

Increased
Operational Visibility

Stronger
Storm Response
Capability

The ROI shows up as readiness, resiliency, and service quality — not just labor savings.

Key Takeaways for Utilities

Build the operating model, not just the device program

1. **Standardize around user personas**
2. **Invest in centralized management**
3. **Establish repeatable request processes**
4. **Prepare before storm season arrives**
5. **Treat mobility as an operational capability**