Aternity Mobile for Utilities:

Real-Time Mobile Experience Intelligence for Mission-Critical Infrastructure

The Reality Facing Utilities Today

Utilities depend on mobile devices to keep essential services running - electric, gas, water, and telecommunications. Field technicians use rugged devices and tablets for inspections, outage response, preventive maintenance, service activation, and safety compliance.

But utilities operate in some of the harshest and least predictable environments. Remote locations, weak cellular coverage, extreme temperatures, and aging infrastructure place constant strain on mobile performance. When mobile systems fail, outage restoration slows, safety risks rise, regulatory exposure increases, and public trust erodes.

Traditional device management tools ensure configuration compliance, but they lack real-time insight into how mobile apps, rugged devices, and networks perform in the field. Utilities don't just need connectivity. They need mobile performance intelligence at the edge of operations.

From Field Device Management to Operational Experience Intelligence

Riverbed Aternity Mobile delivers real-time visibility into mobile app performance, rugged device health, and network conditions across field operations.

IT teams gain continuous insight into work order systems, GIS tools, inspection platforms, rugged device battery endurance, thermal stress, roaming behavior, and cellular stability. With device-level drill-down, IT can immediately determine whether a field failure is caused by the application, the device, the network, or backend systems.

IT can proactively broadcast notifications to crews about known outages, push safety updates, and deliver remediation steps to help technicians resolve issues quickly and maintain reliable public service delivery.

Where Aternity Mobile Performance Directly Impacts Public Safety & Service

Outage Response & Restoration

Ensure real-time access to dispatch and restoration systems.

Why it matters:

Slower response extends outages and escalates public impact.

Asset Inspection & Preventive Maintenance

Support mobile inspection and condition reporting in the field.

Why it matters:

Missed or delayed inspections increase failure risk.

Field Service & Work Orders

Enable reliable access to job details, schematics, and updates.

Why it matters:

Disconnected crews waste time and jeopardize SLA commitments.

IT & Operational Support

Proactively identify issues before crews escalate.

Why it matters:

Faster resolution reduces downtime and truck rolls.

Operational Advantages for Utility IT

Aternity Mobile gives utility IT teams real-time intelligence to protect technician productivity, infrastructure uptime, and regulatory posture across the grid. Teams benefit from faster root-cause analysis, deeper rugged device visibility, fewer field escalations, stronger safety compliance, and lower operational support cost.

Why Utilities Choose Aternity Mobile

Only Aternity Mobile unifies real-time mobile experience intelligence, rugged and corporate device visibility, proactive remediation, and field engagement, enhanced by AI-driven analytics and intelligent automation, into a single solution built for infrastructure-critical environments.

Business Outcomes That Matter

Utilities using Aternity Mobile achieve faster outage restoration, reduced operational and safety risk, higher asset uptime, improved regulator confidence, and lower IT and field service costs.

Make Field Performance a Strategic Advantage

Request a personalized demo to see how Aternity Mobile strengthens outage response, technician productivity, and infrastructure reliability or visit Aternity Mobile to learn more.