

# CASE STUDY



## From Field to Control Room: Trusted IT for Critical Utility Operations

### SNAPSHOT

A major U.S. electric utility relies on us as a trusted IT partner for both enterprise and Critical Infrastructure Protection (CIP) environments. Since 2018, we've delivered secure, scalable, and compliant IT services that support everything from rugged field operations to secure control rooms. Through two recent technology transformations — including a massive endpoint migration and a security platform transition — we helped the utility modernize its infrastructure, reduce costs, and enhance operational resilience.

Our large U.S.-based electric utility customer serves over six million people across the Midwest and Mid-Atlantic, focusing on grid modernization, cybersecurity, and regulatory compliance.

With a mix of regulated transmission and distribution subsidiaries, it plays a key role in maintaining electric system reliability.

### Situation #1: Modern Endpoint Management Transformation

The customer's endpoint management technology lacked automation and scalability. They sought to modernize their environment to streamline device provisioning and management, hoping to reduce costs, accelerate onboarding, improve support efficiency, and enhance overall system reliability.

### Action

To drive the customer's digital transformation, our Professional Services team led a large-scale, comprehensive, modernization initiative:

- **Migrated over 17,000 endpoints** to a centralized, cloud-based management platform, enabling streamlined control and real-time visibility.
- **Streamlined infrastructure** by reducing distribution points from 90 to 39, making their process more efficient and minimizing downtime.
- **Enabled advanced capabilities** such as automated software deployment, electronic discovery, and remote device management outside the operating system.
- **Enhanced performance and security** through improved analytics, persona-based configuration profiles, and proactive optimization strategies.

### Results

- **\$280,000+ in annual licensing savings**, along with efficiency and security gains.
- **Freed up IT resources**, allowing the CIO to redirect investment toward innovation.
- **Increased visibility into endpoint health**, enabling faster issue resolution and better decision-making.
- **Improved productivity and network reliability**, with deployment issues resolved and uptime consistently maintained — described by the customer as "huge benefits."



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## Situation #2: Security Platform Transition

Our customer required expert guidance to navigate a complex security migration across their Azure tenant, encompassing over 21,000 devices.

### Action

As part of a broader modernization effort, we supported the customer's transition to a more integrated and secure endpoint protection platform:

- **Led the migration** from a legacy antivirus solution to Microsoft Defender, a modern, cloud-native security platform.
- **Collaborated closely** with internal security teams to ensure compliance and maintain protection throughout the transition.
- **Simplified the support model** by consolidating tools and reducing the need for console switching.

### Results

- **Strengthened security posture**, with enhanced visibility and threat response capabilities.
- **Streamlined operations**, reducing complexity and support overhead.

Since 2018, we've been their strategic IT partner, delivering comprehensive IT services across both general enterprise and highly regulated Critical Infrastructure Protection (CIP) environments. Our partnership is built on trust, technical expertise, and a deep understanding of the energy sector's unique challenges. Our work spans:

*Professional Services, Device Lifecycle Management, Endpoint Management, Performance Analytics, IT Operations, Lineman and CIP Environment Support*

## Keys to Our Success:

01

### Deep Sector Expertise:

Our in-depth knowledge of utility operations and regulatory frameworks enables us to design and implement solutions that are not only technically sound but also fully compliant and tailored to the unique demands of critical infrastructure environments.

02

### End-to-End Service Delivery:

From endpoint modernization to cybersecurity transformation, our ability to deliver integrated services across the entire IT landscape ensures consistent performance, operational continuity, and measurable business value.

03

### Trusted with Critical Environment:

The customer entrusts us with their critical systems, including CIP-protected control rooms and infrastructure. This trust reflects our proven track record, certified personnel, and rigorous processes.



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and support your technology needs at [compucom.com](https://compucom.com)