HNM SYSTEMS, INC.

Driving Performance with **Precision** and **Talent**

CASE STUDY

Boosted Smart Metering Deployments with Wireless AMI Rollout Programs

Key Outcomes

- Successfully delivered multi-year AMI deployments across multiple geographic regions with full regulatory and safety compliance
- Maintained project timelines and controlled costs through disciplined portfolio oversight and risk mitigation
- Minimized operational disruption and ensured smooth utility adoption through structured communication and training
- Provided feedback loops to internal sales and engineering teams, enabling new product features and service expansions
- Strengthened utility-wide visibility into deployment health and issue resolution via standardized project reporting

Differentiators Demonstrated

- Proven leadership in multi-year, cross-regional utility infrastructure programs with union coordination and field complexities
- Integrated delivery model combining field-level execution and enterprise-level governance reporting
- Strong command of telecom, RF engineering, and metering infrastructure requirements in regulated environments
- Familiarity with utility portfolio management standards, enabling alignment with enterprise PMO structures
- Delivered measurable results in cost control, milestone tracking, stakeholder satisfaction, and operational readiness

Client Profile

A major electric utility serving millions of customers across several U.S. states partnered with HNM Systems to deliver a large-scale wireless Advanced Metering Infrastructure (AMI) network program as part of its smart grid transformation. The program spanned four years and required structured portfolio oversight, technical program leadership, and cross-functional coordination across multiple utility regions.

Business Need

To modernize its grid operations and improve metering accuracy and efficiency, the utility launched a phased AMI deployment across multiple service territories. The program required robust project governance, consistent stakeholder communication, and deep expertise in RF systems, field network installation, and change management—all while coordinating across contractors, union environments, and internal ePMO structures.

Scope & Objectives

HNM Systems supported this engagement with a dedicated Technical Program Manager, responsible for:

- Leading planning, deployment, and customer relationship management across regional AMI rollouts
- Coordinating RF testing, scheduling, equipment provisioning, and installation quality with contractor and utility teams
- Managing project documentation, issue logs, and contract deliverables in coordination with ePMO frameworks
- Facilitating customer and internal training, stakeholder communications, and post-deployment support plans
- Reporting project milestones and financial performance metrics to executive leadership and portfolio stakeholders
- Identifying upsell opportunities and system improvements through field-level engagement and feedback

Approach & Expertise Deployed

HNM Systems deployed a multi-region delivery model, led by a seasoned Program Manager supported by RF engineers, installers, and IT resources. Areas of focus included:

- Technical Oversight & Deployment Leadership
  - Managed field operations including RF coverage validation, wireless node placement, and backhaul configuration
  - Directed installation teams, tracked field progress, and implemented issue resolution workflows
- Stakeholder & Portfolio Governance
  - Aligned project schedules and milestones with the client's ePMO, providing updates, performance reporting, and risk tracking
  - Acted as liaison between utility operations, supply chain, product development, and union labor coordination
- Post-Deployment Support & Handoff
  - Led commissioning, training, and final documentation delivery for operational readiness
  - Developed long-term support plans and issue escalation protocols to minimize post-installation risk