



Spirit facilitates the management of mobile devices for a facilities management company.

Mobile computing and data capture devices have increased in importance over the last few years as more companies seek to enhance their remote and field-based operations. As a result, the management of these devices has also grown in importance, as it helps to ensure that users gain the maximum benefit from their investment. For instance, a leading UK facilities management provider recently deployed a mobile device management system supplied by Spirit Data Capture limited, which has led to productivity gains and time savings.

Mobile devices are employed by an ever-widening array of businesses. But what happens when the number of these devices starts to escalate? A UK organisation that provides integrated facilities management services to businesses recently found that its mobile portfolio was increasing rapidly. It therefore decided that it needed a robust mobile device management solution, along with a supplier that could turn around orders as quickly as possible. This was especially important for new contract mobilisations, where the company needed everything up and running as soon as possible to avoid any downtime for its clients' sites and operations.

The facilities management organisation had previously used a number of products from various suppliers. However, this approach didn't meet all of its requirements and wasn't sufficiently scalable, especially as it wasn't an integrated solution. Although a diverse approach was feasible for small, one-off tasks, the company realised that it would never be able to manage its mobile portfolio successfully unless it upgraded its products.

The organisation therefore started looking for a mobile device management solution that would be scalable and would allow multiple IT Service Desk users to support the devices whenever required. It also needed to be able to split devices into groups, which could each have their own security settings, applications, lock-down and phone settings.

The organisation conducted its own research on possible solutions and came across Spirit Data Capture, an independent consultancy specialising in enterprise mobility solutions. Spirit suggested the Motorola ES400 – a compact but cutting-edge mobile enterprise digital assistant (EDA) – and its own Managed Service. The latter includes a versatile, hosted MobiControl device management solution; a second line help desk service, providing support directly to the organisation's IT / Customer Support teams; and a unique 24x7 online portal for any technical support or change requirements.

A representative of the facilities management company says: "We were delighted that Spirit was able to provide an all-round solution, including the devices and accessories and the mobile device management software. It's great having the service out

in the cloud, managed for us and ready to use as and when required."

On a daily basis, the company's own helpdesk will use MobiControl to support the users and their devices. The helpdesk will be able to gain remote control of a device so that it can fix any problems as they arise instead of having to post the unit back to the office. The ability to add a device to a group and have all applications, settings and files downloaded to it without any further interaction is also proving to be a massive benefit in terms of time savings when mobilising new contracts.

The company's mobile applications can now be updated over the air, which is essential as all of its devices are used in the field across multiple client sites, spanning the UK. If the company had to recall each device, it would take months to roll out an update. The ability to lock the devices to specific applications and call lists also eliminates any abuse of the devices and ensures that they are only used for business purposes. The company has also set up a number of alerts, which will either go to a specific person (if non-urgent), or will be directly flagged up on its helpdesk system (for any major issues).

The company reports: "Our IT helpdesk staff have found MobiControl to be extremely useful for supporting our users. It's always easier to help someone and diagnose problems when you can see what they're doing, along with a history of statistics and information from their device. During the roll-out of our mobile portfolio, our contract managers found that because the users only had access to business applications, more time was spent on the work. The devices have also reduced the amount of paperwork we generate!

"Spirit has been extremely helpful in all aspects of setting up, configuring and ensuring our long-term use of the mobile device management solution. They're also extremely helpful and knowledgeable about hardware. We've looked at a number of alternative devices, either due to requirements or client requests, and Spirit have managed to source trial devices each time. Any questions relating to an order are answered quickly and the orders themselves are always fulfilled rapidly. Overall, they are very friendly and professional."



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For further information contact us at:
t: 01928 718800 **f:** 0870 762 2824
email: helen.jones@spiritdatacapture.co.uk
www: spiritdatacapture.co.uk


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