Spirit streamlines operations for a leading facilities management company

Spirit Data Capture Limited, the independent consultancy specialising in mobile computing and data capture, has deployed a versatile mobile device management system for a leading facilities management provider. Along with new Motorola ES400 Enterprise Digital Assistant (EDA) mobile devices, this has led to significant productivity gains and time savings for the company.

With the growing use of mobile devices in field-based operations, companies need an effective way of managing the devices to ensure the maximum return on their investment. A UK organisation that provides integrated facilities management services was faced with this situation when its mobile portfolio started increasing rapidly. It therefore started looking for a scalable mobile device management solution.   One requirement was to be able to split devices into groups, each with their own security settings and applications.

The organisation researched the possible solutions and came across Spirit Data Capture, an independent consultancy specialising in enterprise mobility solutions. Spirit suggested the Motorola ES400 mobile enterprise digital assistant (EDA) and its own Managed Service, which includes MobiControl, a device management solution; a second line help desk service; 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." 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. This is essential, as its devices are used 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 add a device to a group and have all applications, settings and files downloaded to it without any further interaction has also led to massive time savings.

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. 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."

ENDS

Notes for Editors: Spirit Data Capture is based in Sutton Weaver, Cheshire. The company is an independent mobile computing and data capture house, with an in-depth knowledge of the latest wireless and mobile computing technologies which boost productivity and profitability.

Spirit's capabilities include software application development, mobile computing technology (e.g. rugged mobile computers), wireless network implementations, maintenance and other services. Its extensive client base includes a diverse array of organisations in the utilities, field service, transport and logistics, healthcare, government and manufacturing sectors.

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