

Need someone to manage your mobile devices? Spirit to the rescue!



Many companies are looking for a cost-effective and easy way of sourcing and managing mobile data capture equipment. As a result, Spirit Data Capture Limited has developed a unique Mobile Provisioning package, which has already been used by a leading technology organisation involved in the provision of specialist applications for train operating companies.

Sourcing and managing mobile devices to streamline supply chain operations can be a time-consuming and resource-draining business. Spirit Data Capture Limited is an independent consultancy that specialises in mobile computing and data capture. As many of its customers didn't want to have to find and manage handheld devices themselves, Spirit decided to develop a comprehensive package that would meet this need. The company's Mobile Provisioning solution is already beginning to prove popular and has been used by a leading technology company.

Simple but effective

Spirit's technology client develops applications for different activities carried out by train companies in the UK. These include ticketing, catering and station checks. The client was searching for a simple and affordable way of choosing suitable handheld devices on which to install the software, including smartphones and mobile printers. It also wanted to avoid the hassle of having to manage these devices itself.

After discussions with Spirit, it chose the new Mobile Provisioning package, which includes the provisioning and configuration of each device; managing the devices; and providing repair and maintenance services. The technology company asked Spirit to hold a buffer stock and to provide managed support for any repairs.

The company was able to choose from a selection of consumer or rugged mobile devices and subsequently opted for Samsung S6 smartphones and Samsung Tab Active tablets. It also chose specialist TSC mobile thermal ticketing printers. The company's customers include several large train companies, each of which had differing needs..



Comprehensive and versatile

Spirit then set up the equipment and the software to provide its customer with a fully configured solution. It started with a complete 'Gold Build' design that tailored each device for the specific needs of the end users. This included activities such as provisioning them, testing the devices when they arrived; locking them down; setting the WiFi connectivity; and determining the security element loaded on the device and how the SIM card communicates (e.g. limiting its use to data only).

Spirit also installed SOTI's MobiControl, the UK's premier mobile device management solution. This gives users unprecedented control of their mobile devices; enables them to optimise the use of the smartphones and tablets; and also allows them to track the units if they are lost or stolen. Spirit manages the devices seamlessly on behalf of the company – which then provides them to the train operator (the end user).

The package also includes a helpdesk solution with a hardware priority service that provides technical support and device repair management. Other features include training and comprehensive cover, including service provisioning. The Mobile Provisioning solution incorporates a quarterly payment option that includes the rental of the smartphones and tablets, with a three-year minimum term. There's also a technology fund that can be used by the customer to purchase a renewal contract at the end of the rental period.

This is a three-year contract. Spirit provided all of the hardware and associated services (such as asset tracking), the repair loop, fully comprehensive cover for the devices, and service provisioning. If a device fails, Spirit ensures that it is collected and repaired. Meanwhile, it sends another pre-configured device to the end user to minimise any disruption to their business.

The beauty of Spirit's package is that the end user always has up-to-date mobile devices that are fully configured. Spirit takes away any stress by managing the devices seamlessly, offering new equipment if and when required. In the early stages of implementation, it also provides the client with weekly reports. The devices are currently being operated by about 2,000 users.

Spirit's Mobile Provisioning package is designed to be both cost-effective and efficient, as it saves time and reduces the need for the customer to use their own IT resources for managing the solution. There's no obligation for the customer to buy the hardware at the end of the rental period.