

Chemical Manufacturing Company Using Mobile Reporting for Field Force Runs into Multiple Challenges: Helpdesk Cost, Productivity & Mobility Management

Client Profile

Industry: Manufacturing
Business: Adhesives and Chemicals

Need

Configure Android Tablets in the most productive way, have remote troubleshooting capability as well as enforce compliances.

Solution



Mobile Device Management



Kiosk Management



Mobile Application Management



Compliance Monitoring

1Mobility Offerings

- Enterprise Mobility Management (EMM) through consulting, development and managed services
- Data Loss Prevention (DLP) of Mobile Data
- Compliance enforcement and monitoring
- Containerization
- BYOD Management

Ever increasing IT Helpdesk cost for the tablets used by unskilled end users in the field was mitigated by Kiosk Mode solution by 1Mobility; resulted into increased productivity and performance

Challenge

One of the most common and cost-effective usage of tablets has been using them for customer communication through rich and easy set of interactive Apps and interfaces. Industries adopting use of Android tablets for their field force is swarming. Chemical Manufacturing Industries are no exception to that.

“The company owned Android Tablets, enabled with sales presentation, PO system, corporate emails and CRM apps, streamline a preminent sales and productivity through our on field employees”, says the MD of a leading chemical manufacturing company in India.

There was upsurge in the IT helpdesk tickets, referring to this problem IT administrator reported, “The lack of visibility into the devices and its data inhibits us from monitoring unproductive App downloads, SIM card changes, configuration modifications etc. The field employees many of the times are unskilled with tablet features and call helpdesk each time they encounter some issue, which could be just misconfiguration of settings or Apps.”

Many of the times, end users are frustrated because they are unable to use the devices and Apps in the most productive way and are dependent on the remote Administrators to help.

The Company evaluated many leading solutions and was unable to find a solution that provided compliance against SIM changes as well as restricting unproductive Apps and also effectively worked for the tablet brand they use.

Solution

1Mobility's **Kiosk Product** which is a whitelisting approach for manageability, allowed them to implement advanced security by

About 1Mobility

1Mobility, a global company, offers a cloud based, internationalized and scalable Enterprise Mobility Management (EMM) solution that secures, monitors, manages and supports mobile devices across platforms, service providers and manufacturers.

1Mobility provides an affordable solution, enables over-the-air distribution of mobile applications, configuration settings and security policies to corporate owned or employee owned (BYOD) devices through a central web console.

Contact 1Mobility at



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locking the device to one or more specific Apps as well as disallowing access to settings and installation of other Apps on the device. It also granted choice to enable or disable the native Applications and features as well as access advanced security for the emails and other corporate data on the devices.

As changing of SIM cards posed a severe threat and challenge to the company, 1Mobility quickly **customized** compliance module to include compliances around **change of SIM card**. Various compliances including detection of blacklisted Apps, rooted devices, passcode or roaming related policies, can be configured through a simple web interface and **actions** can be **automated** for non-compliant devices. Administrators can then relax once the compliances are configured and applied. "I get an instant notification if a device renders to be non-compliant. We are proactive in controlling the devices that we never have physical access to. The best part is 1Mobility Kiosk-mode is achieved through just a security profile published on the device. We can **repurpose the device** by removing this layer.", IT administrator mentioned ecstatically.

1Mobility also allows updating Apps and data on the devices, set up custom wallpaper for branding as well as provide **troubleshooting tools** for administrators to be able to resolve any problems on the device.

Results

1. Whitelisting Approach and Complete Control

A user friendly policy creation environment and over-the-air control of the devices through whitelisting approach, which is much simpler than blacklisting apps and restricting features.

2. Helpdesk Cost Control

By reducing what end user can do on the device the company was able to reduce the helpdesk costs drastically.

3. Refocus resources in adding to the bottom line

With least distraction and well configured devices, the field agents were more focused on the business and could make the most of the productivity tools.

