



# Scalefusion's Kiosk Lockdown Solution Helped Immerge Increase Productivity by 30%



One of the leading outsourced sales and marketing companies

## About the Company

IMMERGE is one of the leading outsourced sales and marketing companies, providing customized sales and marketing solutions to Fortune 500 companies and industry leaders in the Energy, Telecom, Wireless, and Solar industries. It helps in efficiently increasing the client's revenue and market share by using leading systems and processes in the industry.

Immerge soon recognized that their success and growth depends on the talent of the sales reps on the field. They leverage mobile technology to ensure the success and professionalism of sales reps, and this combination makes them one of the leading outsourced sales and marketing companies.

## Business Goals

Immerge realized the benefits of using mobile technology in work; technology, after all, helped make processes more flexible and decreased human errors at work. Immerge wanted its workforce to use mobile and needed remote access to the devices when they are on the field. They wanted to offer mobile devices given to sales reps to make the processes quick and stay connected. This would increase work efficiency, the productivity of the employees as well as make processes easier and convenient for all to follow. Immerge especially wanted its IT team to have remote access on company devices to restrict users from accessing any non-business-related apps on the devices. The company ultimately needed a solution that could provide them with a real-time location tracking feature for their devices to reduce theft and loss incidents.

## Challenges

Using mobile devices for work came with a multitude of challenges. The company had no way of remotely controlling the fleet of devices on the field and this gave the employees a chance to use the handset for entertainment and personal purposes, which reduced productivity and increased data costs. Immerge wanted a solution that would allow them to enable or disable any app on the device remotely so that the IT team could exercise control over the handset

### Industry

Software & Telecom

### Solutions & Features

- Kiosk Lockdown
- Android Device Management
- Application Management
- Over the air enrollment
- Remote Cast and Control
- Device Security
- Location Tracking
- Kiosk Browser

### Key Benefits

- Increased productivity by 30%
- Reduced data costs by 25%
- Enhanced device security
- Decreased cases of devices being lost or stolen
- Reduced IT hours and costs

### Why Scalefusion

- Industry-leading UEM provider with simplified and intuitive mobile device management experience
- Easy to configure, deploy, and upgrade devices and apps across the entire lifecycle
- Leading choice for a scalable solution with multi-OS support

irrespective of the device's location. The company was also on a blind spot on the whereabouts of the sales reps. They could not figure out the location of the mobile devices on the field, which increased the number of stolen/lost devices.

## Solution

Scalefusion provided Immerge with the remote access functionality to control all the on-field. The IT staff can remotely enable or disable an app on the device(s), ensuring employees are using the devices only for business purposes. Using the device management dashboard, Immerge could locate the device in real-time and locate misplaced or lost devices instantly. With Scalefusion's custom Kiosk Browser, Immerge could bring down the data cost by \$ 2000 a month and reduced the data bills by 25%. Easy onboarding of a new device cut down set-up time and phone troubleshooting devices are on the field and increased productivity by 30%. Scalefusion's custom Kiosk Browser hid the address bar of the browser and restricted the users to stay on a specific URL. This prevented unnecessary internet browsing and prevented misuse of devices. Scalefusion's device groups feature further helped create device groups as per sales teams. The IT team could easily identify the number of devices a team is using and assign different device profiles to different groups as per business need.

## Key Results

Working with Scalefusion has brought out the following proven results for Immerge:

- Locking down the devices to kiosk mode
- Central management of the device inventory from Scalefusion Dashboard
- Restricted the device usage only to selected applications
- Enhanced scope of device security
- Improved control over device and data usage
- Reduced IT efforts for onboarding, management and troubleshooting

## Testimonial

“Now, I can push/pull apps in a matter of seconds and I always know where our devices are located. It has been a tremendous help in tracking our devices and is much better than our previous MDM solution – Meraki.”

- Immerge Team

### About Scalefusion

Ambitious companies around the world trust Scalefusion to secure and manage endpoints including smartphones, tablets, laptops, rugged devices, POS and digital signages. Our mission is to make Device Management simple and effortless along with providing world class customer support.

### Enterprise Sales & Partnerships

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