How Scalefusion's Andriod Management helped Stanley Hotel and Suites secure their devices from theft.

THE STANLEY
HOTEL & SUITES

About the Company

The Stanley Hotel and Suites is a luxury 5-star hotel in the commercial and governmental hub of Port Moresby, Papua New Guinea. Situated in Waigani, The Stanley Hotel and Suites provides top-quality accommodation, dining options, and modern amenities. Linked to Vision City Mega Mall, a prominent shopping hub, the hotel offers convenient access to essential services such as banking, entertainment, and dining establishments.

Business Goals

Stanley Hotel and Suites aimed to reinforce its commitment to security, operational excellence, and superior customer service. They wanted their guests to have a smooth, unforgettable experience while living at their hotel residences. Additionally, they wanted to empower their staff with digital devices to further advance their services.

Challenges

Stanley Hotel and Suites provided mobile devices to their staff to manage day-to-day activities. However, with several guests coming in, these devices were at risk of theft. They wanted to find a way to protect the devices and make sure that only work-related apps and websites could be accessed, aiming to increase productivity and avoid any misuse. Additionally, they wanted to track device activity and ensure it was within the permitted premises (the hotel). In case the device was stolen, they wanted to be alerted and have any critical data wiped off the device. Furthermore, they wanted to share information, media files, and content with their team, all of which must be done remotely. Any device issue or malfunction should have a quick resolution to ensure it does not slow down business.

Industry

Hospitality

Android Management Solution & features

- Location Tracking & Geofencing
- Kiosk Lockdown
- Content Management
- Remote Cast and Control
- Reports and Device Analytics
- Workflows
- Factory Wipe-off
- Data & Device Security

Key Benefits

- Seamless device monitoring
- Easy device tracking
- Efficient content management
- Improved customer service
- Faster device issue resolution
- Increased operational efficiency

Why Scalefusion

- Industry-leading UEM provider with a 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

Solution

Stanley Hotel and Suites found Scalefusion UEM to be the perfect fit. The Kiosk lockdown feature allowed them to limit applications to only approved ones, preventing unauthorized access and ensuring security.

With Scalefusion's Location Tracking feature, they monitored device location in real-time. A geofence around the hotel zone alerted the IT admin when devices entered or exited this area. In case of theft, the IT admin could remotely trigger a factory wipe to erase critical data stored on the device.

If any of the devices faced glitches or issues, with Remote troubleshooting, their IT admin could easily resolve the issue over-the-air. They could take control of the user's devices and solve issues in real-time by screen mirroring the device or via VoIP calling. An ITSM for ticketing is also a crucial feature that helped them solve the challenges of providing remote support.

Scalefusion's Content Management feature helped push content files, videos, and presentations, keeping them up-to-date with all required media content. Along with this, Scalefusion reports and analytics gave Stanley's team a bird's eye view of how the devices were being utilized and helped them keep track of staff productivity and device security.

Intending to provide their customers with the highest quality of service, Stanley Hotel & Suites, with Scalefusion, successfully ensured the high security of their devices and the productivity of their staff– solving all their challenges in one solution.

Key Results

Working with Scalefusion has brought out the following proven results for Stanley Hotel & Suites:

- Reduced device theft
- Increased device and data security
- Improved employee productivity
- Increased operational efficiency
- Improved process of reporting
- Elevated customer service

Testimonial

"With Scalefusion, we got everything we sought in one solution. Apart from solving our specific use case of locking down devices and increasing security, the user interface was simple, and all the features helped increase our operational efficiency"

— David Hannan, Director of Operations, Stanley Hotel & Suites

About Scalefusion

Scalefusion UEM empowers organizations to secure and manage an array of endpoints, such as smartphones, tablets, laptops, rugged devices, POS systems, and digital signage, all from a single dashboard. It supports multi-OS, giving IT admins a one-stop solution. With unmatched security and compliance, Scalefusion provides specialized features like OneIdP and AirThink AI backed by a world-class support team— loved by 8000+ global companies across industries.

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