



Scalefusion helped Tropigas de Puerto Rico to achieve seamless app deployment, management and monitoring



## About the Company

Tropigas de Puerto Rico, Inc. started its operations as a subsidiary of Shell. The company provides services to industrial and commercial customers in Puerto Rico and the United States as well as to independent concessionaires from 27 gas-filling plants located around the Island. It provides products and services related to liquid propane gas, as well as vehicles and storage facilities. Having been in the business for more than 60 years, they have handled 500+ projects and have garnered the trust of over 5000+ satisfied customers.

As leaders in the industrial and commercial segment of the market, Tropigas de Puerto Rico, Inc. has also signed an 18-year contract with the Government of the United States, as its exclusive propane gas supplier.

## Business Goals

Tropigas de Puerto Rico Inc. was planning to deploy a new application for fuel delivery. The idea was to standardize the delivery and simplify the whole process. Additionally, the entire data could be viewed on one app, which would add to their convenience and this app was to be installed on all the devices used to run the operations within Tropigas de Puerto Rico Inc.. The company was looking out for a solution that could support their application with important security settings and could also help them monitor employee activity.

## Challenges

The company was looking to deploy a native app in order to make fuel delivery streamlined, swift, and seamless. An app that could also be used to monitor employee activity. They wanted to restrict device usage only to the company apps and update the company app remotely. The company was also looking for a solution that could help them resolve device issues faster, to reduce the device downtime.

### Industry

Oil & Gas

### Solutions & Features

- Kiosk Mode
- Location Tracking
- Remote Cast and Control
- Reports and Device Analytics
- Kiosk Lockdown
- Private App Store Space
- Custom Branding

### Key Benefits

- Easy app deployment
- Convenient fuel delivery through the app
- Seamless device enrollment
- Improved device health
- Streamlined device tracking

### 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

In addition to tracking devices in real-time, the company's IT team wanted to obtain context-aware reports about the app and device performance on a regular basis.

## Solution

Scalefusion's MDM solution met the company's requirements perfectly. It backed its newly launched fuel delivery app by providing all the necessary arrangements to ensure the management and monitoring of the apps on all devices. The devices were configured into kiosk mode, hence preventing the download of any other application. Scalefusion's content management helped in pushing important updates on these devices. Scalefusion's real-time location tracking also came in handy to track the devices across locations. The Remote Troubleshooting feature helped in resolving the device issues over the air, with minimal physical intervention. The IT team was also able to obtain key reports of device health and app performance whenever required, using Scalefusion.

The company found Scalefusion's dashboard effortless owing to its features like the Simple User Interface, Customer Support, Zero-touch enrollment, Private App Store Space, Custom Storage for Enterprise Store, and Custom Branding. Never having used an MDM solution previously, Tropigas de Puerto Rico found the perfect comprehensive solution to attend to their exclusive app deployment and its management. It also helped them track devices for monitoring employee activity and device health.

## Key Results

Working with Scalefusion has brought out the following proven results for Tropigas De Puerto Rico:

- Increased operational efficiency
- Increased device and data security
- Restricted single-app usage on the devices

## Testimonial

“Our major concern while rolling out our new fuel delivery app was to be able to monitor employee activity and push important app updates over the air. Scalefusion solved our concerns by providing not just exceptional features but with an excellent customer support team that was there whenever we needed them. All this made our new app deployment a great success.”

- Fernando Berguno, IT Manager, Tropigas De Puerto Rico Inc.

### 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

[sales@scalefusion.com](mailto:sales@scalefusion.com)

[partners@scalefusion.com](mailto:partners@scalefusion.com)

### Call Us

(US) +1-415-650-4500

(INDIA) +91-74200-76975