

RideATA

How RideATA could enhance usage of Android tablets by their senior drivers?

About Company

The Area Transportation Authority (ATA) of North Central Pennsylvania (ATA) was chartered in 1976 by the governing bodies of six counties of the north central Pennsylvania region. It is by far the largest rural public, regional, multi-county, transportation service provider in Pennsylvania,



USA. The counties were Cameron, Clearfield, Elk, Jefferson, McKean, and Potter. All currently participate in ATA. These six counties, out of 67 in Pennsylvania, in 2000, encompass 234,416 residents, 5,092 square miles and 156 municipalities. They provide -

- Public Transportation
- Community Transportation
- Vanpool Advantage Network
- RideShare

ATA is committed to enabling its employees to deliver excellent customer service and mobility options. Their current principal objective is to: "Provide a reasonable level of comprehensive (public transportation) service at an affordable cost to the rural residents of the North Central Region."

The Business Challenge

ATA decided to move to an Android tablet-based software upgradation to gain quicker and more effective access to information and enable greater flexibility for the drivers. The utilization of publicly available tools and applications was expected to generate cost savings and reduce process time.

Their challenge was that many of the end users were aged drivers who were probably using tablets for the first time. Hence, they were not comfortable with the settings and apps that they had to use for their task. They did mistakes in operating the devices provided to them and instead of their tasks becoming easy, it became a challenge altogether for them to use the devices. For an e.g. drivers would turn off their location, toggled Wi-Fi, etc. ATA was left with no option but to find a solution to this challenge otherwise the software revamp would have been a failed project.

The Solution

After a lot of online searches, they chose Scalefusion because they met their core requirements. It eased out the use of tablets by the senior drivers and deploy the required apps only on it. And eventually, make the software system upgradation a flying success.

Scalefusion locked down the tablets into kiosk mode by which they could remotely manage all the devices from a central dashboard. They could allow only the necessary applications to open and prevent the commonly occurring errors by disabling certain hardware keys. That included, drivers could no longer turn off their location, change the sound or the ringer volume, and toggle the Wi-Fi. In addition to that, they could even restrict the notifications sent to the end-users, which were not relevant to them.

Business Benefits

Scalefusion - a Mobile Device Management software helped ATA -

1. To make it easy for the drivers to use tablets and enterprise apps
2. Reduced the IT support calls
3. Enhanced the end-user experience
4. Restricted the device usage only to selected applications
5. Optimised the data cost
6. Enabled flexibility

Scalefusion has transformed the workforce, and drivers are now more productive on a daily basis. ATA is very satisfied by the composite effect of all the benefits which Scalefusion has provided and have expressed their interest to continue year on year.



From The Client

“Scalefusion gave us the ability to lockdown the primary screen of the tablets and allow only the necessary applications to open and make the selections for the end user easy and trouble free.”

- Jeremy dorsey
Director, Marketing and Communication

About Scalefusion

Scalefusion MDM allows organizations to secure and manage endpoints including smartphones, tablets, laptops, rugged devices, mPOS, and digital signages, along with apps and content. It supports the management of Android, iOS and Windows 10 devices and ensures streamlined device management operations with Scalefusion InterOps.

www.scalefusion.com