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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 Business Challenge

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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