



Pick n Pay discovered Scalefusion MDM as a reliable enterprise solution for meeting its business requirements and improving the user experience



About the Company

Pick n Pay is the quintessential family store counted among one of the renowned retail entities based out of the African continent. It accounts for the second-largest supermarket chain store in the continent. The store was established in 1967 and has expanded tremendously in several diversified locations including South Africa, Namibia, Botswana, Zambia, Mozambique, Mauritius, Swaziland, and Lesotho. It also owns about 49% of the Zimbabwean supermarket business share. Pick n Pay is further focusing to gain strongholds in the South African retail businesses under the brand's named Pick n Pay and Boxer. Pick n Pay strives to offer a convenient shopping experience to its customers by being accessible to them in varied store formats including both franchises and owned outlets.

Business Goals

The strategic focus of Pick n Pay is to grow their sales in line with, or ahead of the market, by providing great value, service, and innovation for customers. The prime focus here is on delivering a first-class fresh, convenient, and grocery on offer, which gives customers unbeatable prices, value, and service. Pick n Pay is also catering to provide essential employment and economic opportunities across its value chain, thereby aiming to address the core socio-economic challenges across the continent. The company sticks to its basic corporate principles through thick and thin, and this forms the cornerstone of their business on a large mass. These principles include consumer sovereignty, building sustainable communities, and maximizing business efficiency. The company is also driven by strong values of growth, innovation, service excellence, and generosity.

Challenges

Pick n Pay operates a large retail network across the continent that constitutes hypermarkets, supermarkets, pharmacies, and convenience stores. In an increasingly competitive environment, it is vital for the company to maximize operational efficiency and enhance the customer experience while keeping costs low. The staff and on-field employees at Pick n Pay use Android scanners to perform their day-to-day operations. These operations include assessment of stocks and inventories, digitally storing data of available commodities, label printing, and critical operation procedures. The company was already associated with a solution to assist its executives and to deliver better operational efficiency, but they sought a similar enterprise that could also help them in achieving their business goals in a more

Industry

Retail

Solutions & Features

- Kiosk Lockdown
- Application Management
- Remote Troubleshooting
- DeepDive Analytics
- Wi-Fi Configuration

Key Benefits

- Enhanced security for enterprise Android Devices
- Reduced cost and increased overall operational excellence
- Centralized app and device tracking
- Device monitoring for performance and security
- Reduced device downtime with remote support

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

cost-efficient and user-efficient manner. It was not delivering the high levels of flexibility, scalability, and manageability that are required. Pick n Pay encountered challenges pertaining to the access control of remote management, setting up the WiFi password credentials, remote installation of devices, and updating of apps on the managed devices followed by extracting the device’s reports to check on multiple aspects. They wanted to move to a solution that had a more corporate approach to support and that offered better control over their retail systems.

Solution

Pick n Pay felt that it was crucial to select an MDM solution that provided centralized management of all the devices used by the on-field employees in a cost-effective manner as the key aspect of its design, and believed that Scalefusion represented the best fit for its needs. While they were already using a solution to overcome their challenges, they found Scalefusion as their updated solution wherein they were able to manage all the device profiles used by the on-field employees under one dashboard on the air in the most efficient manner. Since the IT admins were able to gain access control of the devices, they were able to remotely change the settings and credentials of WIFI for the selected devices in the dashboard. This ensured the reduction of the vulnerability and confidentiality of misuse of the WIFI credentials for personal devices of employees. With the Kiosk solution, the IT admins were able to drastically reduce the IT costs by limiting the data usage to work-related applications only. The IT admins were also able to authorize and remotely update all the applications on all the devices and review them for security threats and vulnerabilities. With the help of the Scalefusion dashboard, the IT admins were also able to track the device usage reports and monitor the activities to check multiple aspects of decision-making in terms of application updates, WIFI credentials and allowance, device tracking and device monitoring from the centralized console.

Key Results

Working with Scalefusion has brought out the following proven results for Pick n Pay:

- Offered cost-effective device management solution with optimum efficiency
- Increased efficiency of business processes and operations with device management and monitoring
- Offered IT/user training for the improved utility of the solution
- Improved monitoring and decision-making with device management and security reports under one dashboard

Testimonial

“We found Scalefusion doing everything that our previous solution did & that too in a most cost-effective way. The solution proved to be the most fitting answer to the problems we sought to erase & Scalefusion has surely helped us mitigate some of our most critical device management issues and challenges.”

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.

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