



Case Study Overview

When a leading global maker of safety and security products—designed to protect both people and property—determined that mobile device technology would result in greater field force efficiency and productivity, they turned to Enterprise Mobile.

As result, Enterprise Mobile is their exclusive provider of mobile device deployment and management for 6,000 Motorola MC70, MC35 and MC75 ruggedized devices as well as Samsung i760 devices, all running Windows Mobile® and deployed throughout the U.S. Those ongoing services deliver end-to-end support, including mobile device procurement, configuration, and deployment; depot (repair and replacement); Help Desk support and device management. By offloading mobility activities to Enterprise Mobile's experts, the company has freed its IT group from day-to-day mobility activities so that they can focus on their core competencies.

Case Study Details

The company's plan was to outfit field technicians who install and repair safety and security equipment and service for its customers with MC35, MC75 and MC70 Windows Mobile-based ruggedized mobile devices from Motorola and Samsung i760 devices. Its goals were to increase technician productivity at customer sites, enabling them to better communicate with the home office, schedule their work, and submit reports. The applications installed on the devices would save time and eliminate the costs associated with trips to the office by making that type of travel unnecessary.

The company realized that it would need a trusted mobility partner that could provide consistent, cost effective, ongoing support, deploying devices as needed. The vendor selected Enterprise Mobile because of its proven track record deploying, supporting, and managing ruggedized devices for other field organizations.

Today, most IT organizations are overextended and do not have the mobility experience or the in-house resources required to build and execute a comprehensive mobility strategy. At current staffing levels, our customer would not be able to successfully manage and support a large mobility initiative, addressing both the physical and logical requirements.

"When mobile device users are remote, there are particular challenges that prohibit their productivity," said Mike Anderson, Enterprise Mobile VP, Operations. "For example, when users' devices are lost or become inoperable, they often have to find a less efficient way to perform their jobs. Enterprise Mobile helps minimize downtime for field personnel by reacting quickly – configuring replacement devices with settings and business applications appropriate for each user, and then shipping those devices for next business-day delivery."

In this way, our customer benefits from our experience and expertise handling resource-intensive mobility activities. We devote the time, skilled personnel, and warehousing space needed to keep remote workers productive – while our customer focuses on its safety and security business.

Challenge

- The company wanted to eliminate the need for field technicians to travel to local offices to file paper-based reports and retrieve new schedules.

Solution

- Enterprise Mobile – as part of ongoing outsourcing contract – deploys Motorola MC35, MC70 and MC75 devices loaded with the Astea Field Centrix application.
- Services provided include device deployment, depot (replacement and break/repair), and end user support – all designed to boost user productivity and free IT from delivering mobility support.

Results

- The company's technicians communicate with the main office, file reports, and get their schedules remotely – without having to travel to fill out paper-based reports.
- Replacement devices are sent out promptly when deployed devices break or are lost or stolen. The replacements are configured with the company's field productivity (Astea Field Centrix) application, which minimizes user downtime.
- All mobility lifecycle activities are streamlined, providing the customer efficient services at a predictable per-device cost.

Under a long-term contract, Enterprise Mobile is handling all aspects of device procurement and activation. For example, the company manages the provisioning and configuration of the Motorola devices, and performs business application loading, device testing, battery charging, asset tagging, and related activities. Once a device is provisioned and configured Enterprise Mobile technicians place it in custom packaging, with accessories, and ship it to the appropriate end user with a welcome letter and QuickStart reference guide to get the technicians up and running quickly.

Enterprise Mobile configures devices with the Astea Field Centrix, a Windows Mobile based application the company chose for work order management and time and expense entry and tracking of its security technicians' schedules and work activities. That application replaces a time-intensive paper-based process the company had been using.

In addition, Enterprise Mobile manages the break/replace process for the devices, facilitating replacement within no more than 24 business hours of a problem being reported. For example, device replacement requests received by Enterprise Mobile by 4pm ET will guarantee that a replacement arrives by 10am the following business day. This service includes device return facilitation, triage, and testing to determine why devices are not working properly. For broken devices, Enterprise Mobile facilitates warranty repair and exchange directly with Motorola and manages an inventory of safety device stock and replacement parts.

About Enterprise Mobile

Enterprise Mobile is a mobility service provider that offers professional (strategic) and lifecycle management (end-to-end) services to help companies successfully deploy and manage their mobility initiatives. We draw on our deep mobility expertise and best practices to deploy mobile devices, manage them remotely, provide various levels of user support, and efficiently replace or repair inoperable devices for enterprises looking to control the costs of mobility. Learn more at www.enterprisemobile.com.

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