

CUSTOMER SNAPSHOT

Reliable Cash Delivery Company Needs MDM For Their Global Mobile Deployment

This large global cash delivery service company has presence in over 90 countries providing true secure services to clients who need their cash delivered to and from locations free of all types of risks.

They provide a sensitive but comprehensive cash solutions service involving collecting and delivery of cash such as filling ATMs with cash, and also provide cash collecting services for large retailers as well as special items such as jewelry and other valuables. Specifically in Malaysia, this company is their number one cash solution service provider.

APPROVED RESULTS

Rolling out their new fleet of devices was meant to enhance the solidity of their cash delivery service. This will convince their clients that this new MDM upgrade should secure their valuables and delivery is always an acceptable risk, thus cementing their place as the top most security service.

Springdel's solid MDM and superior Remote Access function allows this Cash Solution Company to fully manage daily operations of all business-critical devices, ensuring their business critical applications can be used to meet business needs. More than reaching their daily productivity goals, showing clients a stable and worry-free operations enable the company to exceed customers demands and their ever extended range of expectations on security.

WHAT THE CLIENT NEEDED

This company has rolled out many projects previously but unsuccessfully using an outdated and now unsupported windows-based mobile device; running all applications for operational purpose. To meet their customers' SLAs (service level agreements) such as honoring time sensitive commitments, reduce risks of theft from both internal and external sources, they've decided to replace their mobile devices with Android-based ones and have developed custom applications for achieving those goals.

However, they need a dependable MDM to help manage their fleet of new devices, provide new application updates, lock-down the devices for running only business applications and remote control function to enhance their business competitiveness and risk management capability.

Cash Delivery

WHAT SPRINGDEL OFFERED

As a full service security company, we find it important for them to experience a wide-range of MDM capability; especially providing the following features of a secure management and monitoring of devices and applications:

- Clear and concise Dashboard without clutter to enable fast deployment and getting full status of the company devices.
- Real time Location services tracking of devices gives full visibility of the fleet and locations of the staff, providing an edge in managing the resources in the field and enhance efficient and reduction of risk of theft.
- Real-time Notification center especially flagging low battery device status is a key metric that ensures 100% operational status of the devices; enabling all staff working in shifts to have tools to do their job well.
- Superior Kiosk function with simple Kiosk App Builder such as single app support allows the company to fully secure, lock-down device to run only the business critical application without interruption and security risk.
- Unique Remote Control function offering Multi Admin access, and functions such as silent access capability and working in all network environment across the globe enables them to resolve Applications development and roll-out issues.
- True cloud-based services using containers and microservice, enable fast delivery and deployment of features that they need to match their business needs.

