SPRINGDEL
TECHNOLOGIES INCORPORATED

Postal Service

CUSTOMER SNAPSHOT

EUROPEAN PARCEL SERVICE NEEDS RELIABLE MDM TO ENHANCE PICK-UP OPERATIONS

European-based postal service company has expanded operations within other territories. Their large-scale operations include a huge depot of overseas branches. Their main operations include a massive Pick-Up service for customer parcels on all their territories.

To handle such undertaking, they arm workers with over 20,000 rugged devices meant for scanning every parcel coming in and out of their inventory with no errors of device bug downs.

WHAT THE CLIENT NEEDED

Finding out that 30% of their rugged devices often become non-op cerational for various reasons and are returned to service centers was the reason their operations are at a low point, they needed a viable solution. And they needed it fast. 8
Many of their devices turned out to have only minor issues that could have been fixed easily. With no visibility into the operational status of the device, a more concerning problem was realized- they had no control over their devices. They only relied on a very basic MDM solution that did nothing to fix device issues. They wanted a new MDM, one that is able to remotely monitor devices and apply quick fixes to minor issues like low battery. Their ultimate goal is to increase productivity and improve operational efficiency.

WHAT SPRINGDEL OFFERED

There's a more efficient way to monitor a fleet of 20,000 devices using our flagship solution called Springmatic UEM. It offers Full MDM capability providing secure management and monitoring. We offered the following bespoke features to match their solution requirements:

• Notification center flags low battery device status real-time. This becomes a tvecritical tool in prevention of downtime for devices;

• Superior Kiosk function with simple Kiosk App Builder allows the company to fully secure their hardware investment. Full utility on these devices can now include the ability to customize and deploy apps meeting their business needs;

• Springmatic's unique Remote Control function offers a Multi Admin access and function such as silent access capability and working in all network environment across the globe

• These key solutions enable them to resolve issues quickly with no interruption on their operations and eliminate the need for service centers returns – no downtime.

APPROVED RESULTS

Deployment of our solid MDM solution meant that improvements on their operations will have been obvious. And as promised, results are starting to show with no service centers returns on the first few weeks. Not only that, pick up depots have seen a huge difference in how services are being done through the Remote Access feature. It guaranteed that all business critical devices are fully functional which in turn meant no picks ups have slowed down.

Carefully managing these devices using the Remote Control feature of Springmatic UEM gave managers the power to control daily operations ensuring that their objectives are met. Their ability to instantly react to problems and deploy solutions eliminated delays and problems. In turn, productivity has been increased and device threats are now fully controlled.

Currently, this customer has agreed to be our partner in our next development phase- a next generation AI big data analytic function. Our ultimate goal is to attain and perfect an "auto-pilot" function in device management.