Quadratek

Case Study:
Seamless Support for Mobile Devices with MaaS360

Customer:
DCUK FM

Overview

DCUK FM is one of the UK's leading providers of duct cleaning, decontamination and asbestos removal services for building refurbishment projects, ventilation and kitchen extract systems. As well as serving housing associations, local authorities and clients in the private sector, some as far afield as the United Arab Emirates, DCUK FM is also often called upon to decontaminate historical documents.

Our challenge

With in excess of 200 mobile devices, DCUK FM needed a structured management system in place for its fleet of mobile devices. It needed a provider that could procure and configure new devices quickly, update software, push out new apps and provide technical assistance to users from a single point of contact.

What we're doing

Working with IT and cloud services provider, Digital Wholesale Solutions, we became the first business to deploy IBM's MaaS360 mobile device management system. In collaboration with Apple business, we are able to purchase new iPhones on behalf DCUK FM as required and configure them to the most appropriate of the client's multiple profiles.

We're able to rectify it or replace the device very quickly, thus minimising disruption to day-to-day operations

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What we're doing cont'd

All phones are set up with the individual user's email account and access to the relevant DCUK FM's cloud storage. We're able to lock or wipe any device if necessary once the user has enabled the location setting. Similarly, we can switch any user over to a different profile with a single click.

Software updates such as IOS updates and app upgrades are pushed out to every device automatically, without the user having to take any action. And when the client requests a new app for all staff, we can have it pushed to over 200 devices within 10 minutes.

The IBM MaaS360 Secure Container stores corporate content, including corporate email messages, calendars, contacts, chats, documents, browsers, and apps in a secure, encrypted container on your device.

Results

As well as improving the company-wide management of DCUK FM's fleet of mobile devices, MaaS360 allows us to better manage the security of the client's data and minimise the risk of data loss in the event of theft or misplacement of any device.

As any fault in a device is instantly visible on the MaaS360 dashboard, we're able to rectify it or replace the device very quickly, thus minimising disruption to day-to-day operations and any associated costs.