Scalefusion+ Lenovo helped DiaSorin -an Italy based biotechnology company to manage specialized medical equipment

About the Company

Headquartered in Italy and listed at the Italian Stock Exchange in the FTSE MIB Index, DiaSorin is a global leader in the In Vitro Diagnostic (IVD) field and is active since 2021 in the Life Science business. For over 50 years, the Company has been developing, producing and marketing reagent kits used by diagnostic laboratories worldwide.
The Group operates in 5 continents through 45 companies, 4 branches, 10 manufacturing facilities and 9 research and development centers. The extensive diagnostic testing and Life Science offer, made available through continuous investments in research, positions DiaSorin as the player with the broadest range of specialty tests available within the diagnostic market, and identifies the Group as the "Diagnostic Specialist"

Business Goals

DiaSorin was looking for digital devices to mount on their specialized medical equipment. This medical equipment was being used for laboratory diagnostic purposes. They needed reliable hardware + MDM software that could pass the necessary compliances and validation checks. These devices needed to be provisioned with DisSorin IQ App.

Challenges

The company was looking for a bundled solution in order to make the provisioning swift and seamless. They needed to monitor geographically dispersed device inventory to ensure that the devices were compliant, had the native app and software up and running at all times. The company was looking to lock down the chosen devices into kiosk mode, preventing misuse and unauthorized access. The company was also looking for a solution that could help them resolve device issues faster, to reduce device downtime.

Since the devices would be deployed across various continents, the company's IT team wanted to track the devices in real-time and also wanted to obtain context-aware reports of the device and app performance regularly.

Industry

Healthcare

Solutions & features

- Kiosk Lockdown
- Application Management
- Content Management
- Remote Cast and Control
- Location Tracking
- Custom Branding
- Reports

Key Benefits

- Easy adoption and onboarding
- Seamless device enrollment from the get-go
- Reduced various downtime using Remote Troubleshooting
- Streamlined asset tracking
- Quick turnaround time for customization

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

Solutions

Scalefusion + Lenovo bundled solution was the right fit for the requirements of DiaSorin. The company deployed more than 2000 8" Lenovo tablets, pre-provisioned with DiaSorin's native app called the DiaSorin IQ App via the Scalefusion dashboard. The Lenovo tablets were configured into kiosk mode, preventing the download of any other application. The Lenovo tablets were configured with DiaSorin's custom branding and Scalefusion's content management aided in pushing up-to-date business files on these devices. Scalefusion's real-time location tracking came in handy to track the Lenovo tablets that were used across the globe. The Remote Troubleshooting feature was elemental in resolving the hardware + software issues over the air, with minimal physical intervention. The IT team at DiaSorin was also able to obtain key reports of device health and app performance whenever required, using Scalefusion. The ease of use and able assistance of the Pre-Sales and Support team made the onboarding smooth and successful. The key customizations were delivered within the time frame at no additional cost by the Scalefusion team and hence, DiaSorin has trusted Scalefusion + Lenovo while scaling their deployment.

Lenovo's extended support in providing API made Scalefusion stitch the unique solution to Diasorin which indeed was much appreciated by customer.

Furthermore, since Scalefusion has integrated Lenovo CSDK 4.0, Diasorin can customize policies and configure crucial settings as and when required on Lenovo devices.

This uniqueness has made both Lenovo + Scalefusion value proposition defeat Samsung to take over this global account.

Key Results

Working with Scalefusion has brought out the following proven results for the company:

- Optimal performance of Lenovo tablets
- Seamless communication between the tablet, in-house DiaSorin IQ App, Filedock and the medical equipment
- The Scalefusion + Lenovo partnership, although facing stiff competition from Samsung + Samsung Knox MDM was successful in convincing DiaSorin to deploy Lenovo tablets rather than a mix of different OEM's.

Testimonial

"Over the course of the past year, Scalefusion Sales, Pre-Sales and Support team have helped our team diligently round the clock whenever required. We have teams sitting in Italy and both the coasts in the US, alongside our partner stakeholders are based in Australia. Hence, rectification either through custom builds or bug fixes or right kind of communication has been provided by the Scalefusion team and our experience has been good."

- Aldo Cingolani, Corporate Project Manager of Innovation

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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