



Scalefusion Seamlessly Secured Corporate Owned Tablets for Synergy Solutions



About the Company

Synergy Solutions is a premier US-based provider of outsourced customer interaction solutions for some of the leading corporations. They provide scalable, high-quality and cost-effective solutions in English & Spanish across the US. Synergy Solutions' key goal is to get their customers in sync with those who matter the most. They are passionate about the service experience because they truly believe that happy customers are loyal customers. Their services are spanned across industries like Retail/E-Commerce, Healthcare, Non-Profit, Financial Services & Business to Business (B2B).

Business Goals

Synergy Solutions realized early on the importance of technology and how it can enhance business operations and improve workforce productivity. Therefore, to leverage the advantages of mobile technology and stand ahead of the competition, Synergy Solutions provided tablets to their agents. The biggest advantage of using tablets was their portability factor, which allowed the agents to carry out business operations in a flexible way, in different shifts and sometimes even from home. The company had essentially deployed these tablets with call center software and tech support apps to manage the calls.

Challenges

While using technology was a great way to improve business processes, handing devices to agents came with a few setbacks. Synergy Solutions was concerned about the usage and security of these tablets since there were no restrictions in using them, nor anybody could closely monitor them. Downloading any malicious personal apps or access to any irrelevant websites may pose a security threat to tablets and all the data on them. Therefore Synergy Solutions quickly needed an MDM solution that could monitor all the devices, as unmonitored devices affected the productivity of the agents in addition to the threat of handset damage and critical data leak.

Industry

Corporate

Solutions & Features

- Kiosk Lockdown
- Android Device Management
- Mobile Application Management
- Content Management
- Website Whitelisting
- Remote Troubleshooting
- Block Hardware Buttons
- Location Tracking and Geofencing

Key Benefits

- Improved end-user experience and increased agent productivity
- Enhanced device and data security
- Improved visibility into device inventory

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

Solution

Synergy Solutions wanted an MDM that could provide security for their corporate-owned tablets. They did their research and concluded that Scalefusion would be the best solution to their problem. Scalefusion helped restrict the use of the devices strictly for the work purpose only by locking down all the devices in the single app kiosk mode. By whitelisting important websites and disabling all the unproductive apps, the organization could witness a tremendous increase in the work productivity of the workers. Synergy Solution could secure all the tablets given to their call center agents by providing authorized access only on the devices. The company could obtain the real-time location of the device. Additionally, the company could also push important application updates, installation and reports, data and files to agents through Scalefusion.

Key Results

The Scalefusion MDM (Mobile Device Management) Solution help Synergy Solutions with the following:

- Increased security and monitoring of the devices
- Whitelisting websites and disabling non-business apps for improved productivity
- Ensuring authorized access only for device security

Testimonial

“Scalefusion has allowed us to only make those apps available, which they need for work, to eliminate web surfing and other security breaches. Thus, Scalefusion facilitated us in keeping our agents out of irrelevant apps they do not need to use and providing a better solution to tablet security.”

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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