



# Unified Alerts Improves Staff Productivity by Deploying Scalefusion



## About the Company

Based in North Carolina, USA, Unified Alerts has been providing communication, security, and senior care technology solutions since 2004. They mainly sell, install and support nurse call systems in healthcare, with a specific focus on senior care. They are experienced in wander management, telehealth, smart homes, telecom, IT, security cameras, and door access control. Ever since conception, they have worked diligently to reach beyond the simple “box solutions” and strived to match the operational goals of the organization with the implemented technology. Unified Alerts is also a member of the National Fire Protection Association, Local Chamber of Commerce’s, Pennsylvania Coalition for Culture Change, North Carolina Coalition for Culture Change, Leading Age, and more.

## Business Goals

Unified Alert takes pride in its ability to reach beyond the simple “boxed solutions” and strives to match the operational goals of the organization with the implemented Technology. They offer its diverse clientele with a variety of options, some of which are:

- Nurse Call Systems
- Elopement/Wander Systems
- Campus PERS

A nurse call system utilizes Android smartphones sending call system alerts (patient requests) to the aides. They believed that with planning, monitoring, maintenance, and support of the technology, business operations can improve. Therefore, to fulfill this purpose, all the aides were provided with smartphones.

## Challenges

Unified Alerts faced a series of issues while handing out Android devices to the staff. They realized the staff used the devices for personal entertainment. The devices were used as music and video players for downloading gaming apps. The staff used devices to access social media and other entertainment websites, and would often change the Wi-Fi settings, which greatly hindered the work process that was carried out through the devices.

### Industry

Healthcare

### Solutions & Features

- Kiosk Lockdown
- Android Device Management
- Application Whitelisting
- Website Whitelisting
- Remote Troubleshooting
- Blocking Hardware Peripherals

### Key Benefits

- Centralized device monitoring and management
- Increased staff productivity and work efficiency
- Limited device misuse
- Increased data and device security
- Controlling data and battery usage
- Reduced device downtime with remote support

### 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

It was critical for them to meet their challenges with the most relevant solution for their requirements. They searched online for a solution that can lock down smartphones and allows only specific apps and functions to the users. They found Scalefusion MDM solution simple, easy, and efficient for their use-case. Scalefusion solved their issues by locking all their aides' smartphones into 'kiosk mode' and applied necessary security features and usage restrictions. This avoided misuse and helped Unified Alerts in reducing the data usage and its cost. Scalefusion also provided remote support to all devices, ultimately reducing wastage of time in fixing multiple phone issues on a continuous basis.

## Key Results

Working with Scalefusion has helped Unified Alerts in the following ways:

- Locking down smartphones to single app Kiosk mode
- Blocking social media and gaming to curb staff distraction
- Improved senior care

## Testimonial

“We work in healthcare and provide phones in a very challenging environment. The software is excellent at controlling what the staff can and cannot do. Outstanding customer support.”

### 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.

### Enterprise Sales & Partnerships

[sales@scalefusion.com](mailto:sales@scalefusion.com)

[partners@scalefusion.com](mailto:partners@scalefusion.com)

### Call Us

(US) +1-415-650-4500

(INDIA) +91-8499-835020