



Scalefusion Helps iRelief Reduce Operational Costs

About the Company

Based in Bangalore, India, iRelief Services Private Limited is an aggregator for healthcare services with a presence across all the districts in Karnataka. It is a unique platform that provides healthcare services such as emergency ambulance, blood bank, homecare, and pharmacy. iRelief has taken this initiative to save the maximum number of lives possible with a humble objective of providing timely, economical, and best quality services pertaining to emergency and planned healthcare facilities.

Business Goals

Their vision is to integrate with the best service providers and help healthcare services reach people through innovative technology and leadership within the cost and time affordability. They have a mission to ensure dedication and responsibility by adhering to corporate values and become a single point of contact in providing accurate information of all services by continuously improving to provide a user-friendly experience. To make this a reality, iRelief provided hundreds of service partners across the state mobile devices deployed with their vendor application.

Challenges

The biggest challenge iRelief faced was that there was no way for them to monitor the company-owned devices handed out to all its service partners. These devices need to be tracked for the latest updates of the iRelief app on it, making sure there always is an optimum level of charging and the status of the device is online for smooth business operations. They also wanted to make sure that the devices are only used for work purposes. iRelief wanted to solve all these challenges within a particular time frame so that work processes don't get affected.

Solution

iRelief found Scalefusion as the best Mobile Device Management solution to track all the devices from a central web-based console. It helped their IT admin to manage and control



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Industry

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Solutions & Features

- Kiosk Lockdown
- Single App Mode
- Android Device Management
- Mobile Application Management
- Remote Troubleshooting
- Content Management
- DeepDive

Key Benefits

- Disabling device misuse
- Reduced device downtime
- Access to business content via a centralized repository
- Real-time access to device vitals 24/7

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

the devices remotely 24X7, and get the most updated device health status about whether they are online or offline. With add-ons like Enterprise Store, they could upload all the business (or here, service) apps on a common platform and then further push them onto respective devices. Mobile Content Management facilitated having a central repository for all the content and documents that had to be distributed to different devices. The Remote Cast feature helped them to do the necessary troubleshooting for the company app or device. Scalefusion helped iRelief reduce the operation cost by eliminating the manual process of monitoring all the devices and hence increased the operational efficiency. It helped them in achieving their mission to reach people through innovative technology within the cost and time affordability with a user-friendly experience.

Key Results

Working with Scalefusion has helped iRelief in the following ways:

- Locking down the Android devices to kiosk mode
- Restricted the device used only to select applications
- Pushing software updates remotely with Mobile Application Management
- Mobile content management with a centralized repository to send important updates in real-time

Testimonial

“Thanks to Scalefusion software which helped us meet our challenges and now our call centre manages the devices remotely 24X7 and it has really helped us perform our operations effectively. In addition, the remote publishing of software and taking control of the device was very handy for our operations team.”

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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