



Scalefusion helped Liwicom GmbH to enhance operational efficiency and streamline processes.



About the Company

Liwicom GmbH has positioned itself successfully since the beginning of 2004 in the market for integrated system solutions for information technology in Austria. The product range includes general information technology products and related services and continuous product support, maintenance, and network support. Their clients include small and medium enterprises and large corporations.

Business Goals

Liwicom GmbH is one of the leading providers of IT services and technology in Austria. They wanted to have a bird's eye view of the device fleet. In order to streamline processes, they wanted to restrict device usage to a single purpose. They were looking at procuring a solution that could help them with the kiosk lockdown of the tablets to manage the enterprise device activity. Their ultimate business objective was to improve overall team efficiency and productivity.

Challenges

Liwicom GmbH was looking for a kiosk-based tablet lockdown solution that could be leveraged to limit tablet device usage for its employees so they could be used for one purpose only to mainstream the entire process. Also, management of their device fleet without any manual intervention was also a challenge for them. Due to this, they were compromising on uninterrupted operations and monitoring the employees' focus points.

Industry

IT & Software

Solutions & Features

- Kiosk Lockdown
- Remote Cast and Control
- Reports and Device Analytics
- Content Management

Key Benefits

- Increased Operational Efficiency
- Reduction in Time Spent on resolving Device Issues
- Tablet Device Lockdown
- Single-purpose Tablet Usage to mainstream the Process

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

Liwicom GmbH chose Scalefusion as their preferred MDM solution. The kiosk lockdown feature made it effortless for Liwicom GmbH to manage and control their tablet devices without any hassle. It reduced the manual IT workload by providing a detailed view of the entire tablet inventory on the kiosk dashboard. Furthermore, with the Remote Cast and Control feature, Liwicom GmbH had remote access to manage the devices. The device fleet was running on its own with no further input required from them. All this coupled with a simple user interface and customer support helped Liwicom GmbH stay up and running with its device management.

Key Results

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

- Efficient tablet device management and remote monitoring
- Reduction of tickets raised for tablet device issues

Testimonial

“Scalefusion has brought demonstrated results for us. We could manage our device fleet effectively without any requirement for manual intervention. The support team was great and the solution was tailored to just fit our needs.” - Carsten Redinger, IT - Support, Liwicom GmbH

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

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