

Sanctuary Housing *Case Study*

SOTI MobiControl Streamlines Mobility for Charitable Housing Association



About Sanctuary Housing

Sanctuary Housing, established in 1969 by Sanctuary Group, is a charitable organization that manages over 80,000 homes across England and Scotland including general rented, sheltered and supported accommodation, student and key worker accommodation as well as registered care homes. With 40 years of experience in the housing sector, Sanctuary's goal is to provide high quality homes that meet the needs of diverse communities and offer flexible, cost-effective and appropriate services.

The Business Challenge

With over 400 offices and 3,500 users, Sanctuary undergoes the constant battle of application management, delivery, and support. These challenges were further intensified by the introduction of mobile projects into Sanctuary's day-to-day operations. Sanctuary field workers use the O2 Xda Argon and Xda Mantle on a Private APN network where hundreds of users – a number that is likely to triple in the near future – could be online at any given time.

Sanctuary currently has 6 different mobile projects that span a number of complex areas from asset management to support:

- Keystone Foundation by Keystone – an asset management tool used by maintenance teams
- Northgate by Northgate Information Solutions – a second responsive maintenance application that uses Kirona Intelligent Mobile Solutions

- Optitime by Xbrace – a responsive maintenance application for dynamic scheduling
- QFM by Service Works Global – an auditing solution used for the condition of residences
- Track4000 by Real Asset Management – an asset auditing application for office equipment audits
- SARSmobile by Pinkerton Productions – provides recording and reporting to support teams

The increasing prevalence of mobile devices used for Sanctuary's daily operations has made mobile device management a critical issue. Sanctuary's use of mobility had increased its revenue and decreased costs, but, before deploying SOTI MobiControl, unseen device management costs had reduced its potential of achieving a return from mobility. In the past, when Sanctuary deployed new software, users were required to either ship SD cards with a cloned image to offices across the UK or return the device to company headquarters. In the first situation, each end user would need to insert an SD card into their device to install the updated software. In the second scenario, the labour cost of repeatedly having each end user return their handsets to headquarters was extremely high. This translated into considerable delays when returning devices to users in the field. The results negatively impacted worker productivity perpetuated by inefficient and unreliable processes.

In addition to deployment challenges, Sanctuary was also concerned with mobile device security. Initially, Sanctuary used an application that masked the normal

Industry Application Area:
Housing

Mobile Devices:

O2 Xda Argon
O2 Xda Mantle

Network:

O2 (Private APN network)

Summary:

Sanctuary Housing

Charitable housing association managing over 80,000 homes in England and Scotland

Challenges

Device Management Costs, Software Deployment, Labour Costs, Mobile Device Support and Worker Productivity

MobiControl Solution

Affordable and Easy-To-Use, Centralized and Remote Control, Helpdesk Tools, Data Analytics, and Real-Time Device Information

Result

Reduced Device Management Costs, Increased ROI, Efficient Mobile Projects, and Streamlined Mobile Operations

"Our work with SOTI and their Device Management solution, MobiControl, has added significant value to our mobile fleet allowing us to improve ROI while decreasing cost. We know that MobiControl is vital to our operations and will continue to be so in the future."

-Peter Brown,
Server Infrastructure Technician

interface of each device and controlled what users were able to access. However, this expensive “static” approach required a complete device wipe in order to implement any changes.

As Sanctuary’s mobile projects multiplied, it required a more intelligent solution, particularly one that would enable Sanctuary to deploy and update software over-the-air, centrally manage devices, secure device access and provide remote support.

The Solution

Sanctuary Housing explored several possible solutions for managing its mobile device fleet in an enterprise environment, but SOTI MobiControl is the only viable solution that offers software deployment, provisioning, advanced security and helpdesk functionality. MobiControl also provides the scalability that Sanctuary needs to accommodate its growing mobile base.

With SOTI MobiControl as Sanctuary’s go-to Mobile Device Management solution, it is now able to centrally store and deploy all required software without having to return any devices to headquarters. MobiControl is also essential in troubleshooting problematic install files that numerous other solutions could provide no answer for.

Prior to implementing MobiControl, Sanctuary required highly experienced support staff with excellent communication skills and expert knowledge of both mobile operating systems and Sanctuary’s mobile projects to troubleshoot device problems over the phone. This process required support staff to gather a sufficient amount of accurate information to effectively and efficiently solve device issues without the benefits of remote control and diagnostic tools.

Since implementation, MobiControl has revolutionized Sanctuary’s support processes by diminishing the need to require highly skilled, technical staff to sustain its mobile fleet. MobiControl has also provided a feature-rich solution and easy-to-use, intuitive interface. The Helpdesk functionality has equipped Sanctuary’s personnel with the ability to remote control and view in real-time a user’s device screen over any network, wired or wireless including WiFi or Cellular. The support personnel are now able to guide users on how to perform desired operations on their devices while assuming control of the device in order to demonstrate the product or a specific feature.

MobiControl’s Helpdesk tools and Remote Control capabilities have dramatically improved

Sanctuary’s process for handling support cases. The number of calls resolved at the first point of contact has increased considerably, thereby eliminating much of the need for “return to headquarters” procedures.

With the ability to access mission critical information quickly and easily through SOTI MobiControl, Sanctuary Housing has been able to collect device data and information to perform analytics and streamline device usage and operations. Device information is now instantaneously available including connection state, IP address, GPS position, battery state, installed software, device memory status, and many other device statistics. MobiControl has enabled Sanctuary to retrieve critical data and therefore be in continuous control of all devices in the field without having to leave a centralized location.

The Result

Sanctuary Housing’s challenges in managing its mobile field-force have been eliminated with the installation of SOTI MobiControl. With MobiControl, Sanctuary has been able to instantaneously deploy agents that configure devices from out-of-the-box to ready-for-purpose in one simple step. “This has had a huge impact on decreasing the amount of resources we’ve required when implementing a new project or provisioning new devices,” stated Peter Brown, Server Infrastructure Technician, Sanctuary Housing.

Importantly, Sanctuary Housing has achieved streamlined improvements in terms of support and communication resulting in reduced costs, time, and resources expended per support case. The MobiControl solution enables over-the-air deployment for all of Sanctuary’s projects, and their dependencies, making it possible for users to stay up-to-date and productive. Sanctuary no longer needs to spend copious amounts of money to physically return mobile devices to IT for upgrades or patching since MobiControl’s Helpdesk tools, Remote Control and Security functionality provide a quick and easy solution.

MobiControl’s centralized control panel facilitates the support of all six of Sanctuary’s mobility-related projects within the organization. The Sanctuary management team has capitalized on a number of MobiControl’s value-adding features. “Real-time information and data is always available to management,” explains Peter Brown, “Managers can quickly check that operatives have started shifts on time, confirm the locations of their operatives and validate that their workflow has followed the

optimized routes set forth to them.”

MobiControl’s intuitive, robust, and reliable functionality has made its implementation into Sanctuary’s processes seamless. Early on, Sanctuary’s mobile projects increased efficiencies and productivity, but they also produced the unseen costs of excessive time spent in development, management and support from the IT department. SOTI MobiControl has been able to bridge that gap by facilitating effective and efficient mobile projects for Sanctuary’s entire organization. Peter Brown adds, “Our work with SOTI and their Device Management solution, MobiControl, has added significant value to our mobile fleet allowing us to improve ROI while decreasing cost. We know that MobiControl is vital to our operations and will continue to be so in the future.”

Solution Benefits:

- Real-time remote control and helpdesk tools
- Software and data provisioning
- Centralized management over any network connection
- Instantaneous device deployment and configuration
- Management of several complex mobile projects simultaneously
- Reduced cost, time and resources

About SOTI Inc.

With over 80,000 customers in over 120 countries, SOTI Inc. is the world’s leading provider of Mobile Device Management & Security (DMSEC) solutions for the Enterprise and Consumer spaces.

SOTI’s best-selling DMSEC solution – SOTI MobiControl – enables organizations of all sizes to manage, secure, support, and track their mobile operations, reducing their Total Cost of Ownership.

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