CASE STUDY
ENTERPRISE MOBILITY MANAGEMENT

MediaContact

Company : **Proxiserve**
Industry sector : **Housing services**
Software : **MediaContact**
Use : **Android kiosk**

Overview

Proxiserve Group is the French leader in housing services. With its various subsidiaries it delivers to more than 3 million customers, individuals and companies, installation and maintenance services for individual and collective boilers, and the maintenance of Energy, Electricity and Water counters for collective housing.

The Proxiserve Group has more than 3,400 employees, including 2,500 field technicians and 100 agencies throughout France.

Requirements

To improve the performance and the quality of service provided to its business customers, PROXISERVE launched a study to equip its «B2B» technicians with an embedded business application on their mobile devices..

Proxiserve selected non-rugged Android tablets. The study showed to Proxiserve that beyond the business application management, it was imperative to secure the tablets.

In addition, Proxiserve decided to secure the environment on the device using an interactive kiosk, limiting the access of technicians to business-only applications.

Solution

After testing a stand-alone kiosk, which proved to be unmanageable on so many tablets, Proxiserve consulted MDM software vendors that incorporated a centralized kiosk service in their solution. At the end of this consultation, Proxiserve selected MediaContact software.

A total of 1300 «B2B» technicians are now equipped with the solution. Proxiserve is today leading a new project for their 200 "B2C" field technicians.

These «B2C» technicians will be equipped with 10-inch Android tablets, a kiosk and MediaContact MDM, plus a business application allowing them to establish quotes and invoices and check the technical documentation of the material on which they intervene.

MediaContact centralizes the remote management of Proxiserve's kiosk, but also provides Proxiserve additional MDM services:

- Software and hardware inventory
- Tablet operation monitoring
- 3G/4G and Wi-Fi activation-deactivation for battery optimization and security
- Date/time synchronization of the device fleet with the server in order to certify the data entered in the databases of each tablet.
- Automatic data synchronization every hour

Benefits

✓ **Enable technicians to know their daily roadmap, prepare reports and job tickets**

✓ **Restore data entered in the Information System**

✓ **Support the growth of the device fleet with a robust and secured solution (from 600 devices at the beginning of the project to 1500 tablets today).**

« MediaContact clearly meets 100% of our centralized kiosk needs and allows us to have complete control of our 1500-tablet fleet. This reassures us. ».

**Yannick NEYRAT,
IT Systems department
PROXISERVE**

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