

PHS Group Case Study

PHS Group: Improving workplace efficiency with SOTI MobiControl



About PHS

PHS Group plc is a company that specializes in delivering workplace services to over 250,000 customers, making it one of the UK's largest workplace service providers. It employs over 5,000 staff, strategically located throughout a wide network of over 140 regional service branches. PHS also expanded beyond the UK, and now supplies workplace services to customers in Spain, Holland, Belgium and Ireland.

The PHS Group offers the safety and stability of a national organization with the guarantee of rapid, personable, local service. With 50 years of experience, PHS offers unrivalled standards of service based on a total commitment to customer satisfaction.

These services include hazardous and non-hazardous waste recycling and disposal, commercial waste removal, data scanning, storage and shredding, crate rental and packaging, interior and exterior landscaping, matting and floorcare, testing and compliance, laundry equipment and workwear, water machines, washroom services and workplace consumables.

The Business Challenge

The PHS Group had nearly 2,000 devices spread around the UK which needed remote support and updating. Before MobiControl, PHS's process of resolving technical issues for these devices was very inefficient. In addition to this, the company used to conduct expensive device swap outs, making IT costs extremely high. After deploying MobiControl, however, troubleshooting in the field has become a real option.

Another major business challenge for the PHS Group was that time and energy was often being wasted by their IT team on updating software and applications, and was often something that the team tried to avoid altogether. With the introduction of MobiControl, doing so has now become simple and straightforward, allowing for minimal device downtime and enhanced mobile workforce efficiency.

The Solution

So far, the PHS Group has decided to deploy MobiControl to one division, as they are just adopting handhelds. Because of this, it was a simple task to situate the division straight onto MobiControl, in which creating the client and kiosk took about half a day. In

terms of training, SOTI was thought to be very intuitive, where the online and built in help was felt to be extremely thorough, since the only guidance needed was in setting up the servers.

PHS employs several of SOTI's MobiControl features, including Lockdown Kiosk, application deployment, remote control and troubleshooting. MobiControl has enabled the PHS Group to operate its Motorola devices in this lockdown or kiosk mode, thereby ensuring that users have access to the suitable applications and content.

By depending on MobiControl's mobile application management features, the PHS Group can discreetly install and update applications for all devices in the field over-the-air, preventing interruptions to end-users, while significantly reducing the time and effort IT administrators devote to updating devices. Furthermore, MobiControl enables the PHS Group to remotely troubleshoot and resolve device issues in the field, eliminating the need to ship devices back for repair.

The Result

The PHS Group now has a very slick and professional looking device in the field, one that empowers the users, enables them to be supported better, and gives the team very useful data. Furthermore, there are clear cost and ROI benefits compared to what was done before. For example, approximately 20,000 GBP has been saved each year in license costs alone thanks to MobiControl, and the PHS Group plans to purchase more devices and licenses in the future.

"SOTI MobiControl has allowed us to effectively manage and support our entire fleet of devices across the UK with ease and confidence," declared Greg Legg, Mobile Solutions Architect, PHS Group. "This EMM solution has increased our mobile workers' productivity, reduced IT support costs and enhanced customer satisfaction."

"We are very pleased that SOTI MobiControl has helped PHS Group enhance the efficiency of its mobile operations," stated Carl Rodrigues, President and CEO, SOTI. "With a high commitment to customer satisfaction, we are dedicated to developing best-in-class EMM solutions that make businesses more competitive in the dynamic global marketplace."

Industry Application Area:

Workplace Services Provider

Mobile Devices:

Motorola Devices

Summary:

A UK company that specializes in making workplaces better through their products, services, and delivery personnel

Challenges:

Support and Update Remote Mobile Devices, Reduce IT Costs

MobiControl Solution:

Lockdown Kiosk, application deployment, remote control and troubleshooting

Result:

Increased Mobile Workers' Productivity, Reduced IT Support Costs, Enhanced Customer Satisfaction, Higher IT Efficiency, Device Updates and Support

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*Greg Legg,
Mobile Solutions
Architect, PHS Group*

About SOTI Inc.

SOTI is the world's most trusted provider of Enterprise Mobility Management (EMM) solutions, with over 14,000 enterprise customers and millions of devices managed worldwide. SOTI makes mobility work by developing industry-leading solutions for EMM, allowing organizations to support corporate-livable and Bring Your Own Device (BYOD) policies. SOTI MobiControl solves the unique challenges involved in managing, securing, supporting, and tracking mobile and desktop computing devices across all platforms.

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