

Amey Plc - Case Study

SOTI MobiControl and Amey Enhance Delivery of Public Services in the UK



About Amey Plc

Founded in 1921, Amey Plc is one of the UK's leading public services providers, managing and supporting vital infrastructure and public services across the UK. With more than 11,000 employees, Amey works in partnership with public and private sector clients in aviation, central government, defense, education, local government, rail and strategic highways, supporting them to deliver services to the public more efficiently and effectively.

Working with local authorities, Amey delivers comprehensive highway infrastructure services to clients across the UK including local authorities, the Highways Agency, Transport for London and Transport Scotland. The company keeps the UK on track through custom engineering and whole-life asset management of overground and underground rail networks. Furthermore, Amey offers a wide range of facilities management services to a large proportion of the government's estate, as well as to departments, agencies, non-departmental bodies and the private sector.

The Business Challenge

Organizations today are adopting mobile devices at a rapid rate, resulting in enhanced business processes and optimized productivity. Looking to gain these

benefits, Amey equipped its mobile workforce and executive team with Motorola hand-held devices, Getac and Fujitsu tablets, and iPads, running on Windows Mobile, Windows 7 and Apple iOS 5, respectively.

Having previously deployed these devices using different deployment tools per operating system, Amey realized that each mobile platform's user group was receiving different grades of service. This mandated a much wider breadth of skills and training within IT to provide support to all users. It also meant that one user group could be receiving in-service fixes while another group may have to return a device to base in order to get a resolution to a similar problem. In addition, different devices sometimes had to be provisioned using different processes, and multiple servers and tool-chains were being used to manage the packaging and deployment of applications. This led to higher than optimal operational costs and lower than desirable performance.

To overcome these challenges, Amey was seeking a reliable, easy-to-use mobility management solution to effectively manage its mobile fleet while safeguarding corporate data.

The Solution

After evaluating several vendors on the market, Amey selected SOTI MobiControl, the world's most trusted

Industry Application Area:
Public Services

Mobile Devices:
iOS iPad, Getac and Fujitsu Tablets,
and Motorola ES400

Summary:
Amey Plc
Amey is a leading public services provider that manages and supports vital infrastructure and public services across the UK.

Challenges
Remote Device Support, Software Deployment, Worker Productivity and Device Management Costs

MobiControl Solution
Centralized Remote Control, Help Desk Tools, Silent Application Installation, Device Lockdown, Zero End-User Intervention, Easy-to-Use and Real-Time Device Information

Result
Reduced Operational Downtime, Optimized Efficiency and Productivity, Enhanced Corporate Data Security, Increase Employee and Customer Satisfaction and Increased ROI

"We are very pleased to have selected SOTI's MobiControl to enhance our mobility strategy. MobiControl has helped us to further enhance our productivity by introducing new efficiencies and improvements to our service delivery processes."

Paul Booth
Mobile IT Manager
Amey



EMM and BYOD solution backed by over a decade of experience and numerous awards. SOTI is the world's largest EMM provider, with over 10,000 customers worldwide managing millions of devices. Key factors in the selection process included the capability to provide fast, real-time support for remote devices and to efficiently manage and secure a multitude of corporate and employee-owned devices running on Android, iOS and Windows operating systems.

Amey received customized in-person training session from a SOTI technical sales engineer. "With training from SOTI's knowledgeable and helpful staff, we were able to complete the installation of MobiControl ourselves quickly and with ease," recounted Paul Booth, Mobile IT Manager of Amey.

Leveraging MobiControl's advanced management and security capabilities, Amey has empowered its IT team to support and secure the company's corporate and employee-owned devices with ease.

Relying on MobiControl's remote control and Help Desk technology, Amey's IT department can remotely diagnose and resolve device issues in real-time through the intuitive web-based user interface. In addition, MobiControl's silent installation technology enables IT to quickly install software updates and new applications on remote devices, without disrupting the end users.

Furthermore, through MobiControl's Advanced Security Center, IT can enforce additional, robust security policies on mobile devices, and have granular control over how the devices are used and how data is accessed.

The Result

MobiControl has addressed all of Amey's requirements and enhanced its mobile device management process. Prior to MobiControl, mobile workers in the field sometimes incurred delays on the rare occasions they experienced technical issues with their mobile devices. Using MobiControl's robust remote control and Help Desk tools, Amey can provide real-time support for remote devices and fix malfunctions in a matter of minutes. This has considerably reduced the downtime experience by Amey's mobile workforce, giving them more time to concentrate on delivering high quality public services across the UK. With MobiControl, Amey can quickly and easily deploy new software updates and applications over-the-air, eliminating the time-consuming process of manually updating each device.

After implementing MobiControl, Amey has reduced its device management costs and increased the ability to generate additional profits.

Additionally, MobiControl has empowered Amey to implement an effective BYOD program, giving employees the freedom to bring their personal mobile devices for business use while ensuring corporate data is protected at all times on these devices. This has increased employee satisfaction and productivity while reducing mobile expenses.

"We are very pleased to have selected SOTI's MobiControl to enhance our mobility strategy. MobiControl has helped us to further enhance our productivity by introducing new efficiencies and improvements to our service delivery processes," said Booth.

Solution Benefits:

- Increased efficiency of workforce and IT
- Minimized downtime
- Reduced device management costs
- Fast remote support and control
- Increased employee and customer satisfaction
- Quick application installation
- Enhanced corporate data security
- Higher ROI

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 corporateliable 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.

+1 888 624 9825 (NA)
+44 121 3680675 (UK)
+61 3 90015554 (Australia)
+91 124 464 7684 (India)
sales@soti.net
www.soti.net