



Motus Device Management Solutions Free Up Internal Teams

This enterprise customer with heavy field services needed to shift to an outsourced provider to optimize their device management process, operations, and productivity.

INDUSTRY

Home Services

COMPANY SIZE

Enterprise

MOTUS PRODUCT

MMS

BUSINESS CHALLENGES SOLVED

- Manual Device Provisioning
- Reverse Logistics & Sustainable Recovery
- Device Compliance
- Mobility Support

Learn how Motus can help you.

CONTACT US TODAY



Challenges

This national company relies heavily on their mobile devices to facilitate its day-to-day operations. Managing these devices, ensuring their security, and addressing software and configuration issues had become a time-consuming and resource-intensive task for their IT and Operations teams. Too much time was being spent on:

- Manual Device Provisioning: The process of configuring and provisioning each device was highly manual and labor-intensive, this took time and effort from the IT team.
- Reverse Logistics: Managing the complex process of recovering assets, protecting data and efficiently handling device returns and recycling posed significant challenges for the company.
- Compliance Concerns: Ensuring device security and compliance while providing support for mobile issues strained resources.
- Technical Support and Issue Resolution: Handling a large volume of device-related issues, troubleshooting, and resolving technical problems consumed a substantial portion of the IT and Ops team's time, limiting capacity for more impactful projects.



Results

Motus delivered its managed mobility services that addressed the customer's challenges and enabled their IT team to reallocate their efforts towards other initiatives that were also of high value.

Motus provided its managed mobility services, effectively resolving the customer's challenges and empowering their IT team to focus on strategic initiatives of greater significance. This ensured that device management remained a vital part of the company while allowing the IT team to concentrate on other impactful projects.

- Streamlined Device Provisioning: Motus' team took over the process of configuring and provisioning each device, freeing up the customer's teams.
- Responsive Forward and Reverse Device Logistics: Motus' responsive logistics capabilities ensured efficient management of logistics. This included seamless handling of device deployment as well as streamlined processes for returns, repairs and device recycling.
- Enhanced Device Compliance Support: Motus MMS prioritizes device compliance by providing comprehensive assistance tailored to individual devices. We assist users with any compliance issues they may encounter on their mobile devices. We leverage our MDM system to determine the specific actions required to bring a device into compliance, ensuring optimal security and adherence to policies and regulations.
- Centralized Device Management: The MMS platform provides a centralized dashboard that offers a comprehensive view of all devices. This empowers the IT team to monitor and manage device inventories, asset lifecycle and identify and resolve issues efficiently.
- Quality 24/7 Technical Support: Motus offers round-the-clock technical support to address any device-related issues promptly. This relieves the teams from the burden of extensive troubleshooting.

ORDERS COMPLETED

7,000 Orders
630 Hours Saved

HELP DESK INTERACTIONS

6K+ Calls
1.5K Hours Saved

REVERSE LOGISTICS &
RECYCLE PROCEEDS

4,000 Devices
\$250K

TEM OPTIMIZATION SAVINGS

\$278K