



Scalefusion Helped Cerberu Save Exponential Data Costs to Run Their Digital Check-in Application



About the Company

Based in Spain, Europe, Cerberu has developed and commercialized Telemanagement services focussed on hostels, rural houses, small hotels, and tourist apartments. The company provides centralized control for these establishments and manages their equipment, along with offering assistance to their customers, employees, and suppliers. Cerberu works closely with its clients reduce to extra costs. They guarantee an increase in revenues and making the quality of service more flexible with a highly specialized technical team for installation, commissioning, and maintenance of the up-to-date devices.

Business Goals

Cerberu guarantees a complete digital check-in to the hotel customers, which is completely safe, fast, and efficient. Through access control, guests can immediately access the establishment and the assigned room using a unique temporary virtual key. In case of any incident, the Cerberu teleoperation team will have the authority and access to open it remotely. Cerberu wanted to keep all the operations under surveillance from their control center - right from the time the staff getting ready to assist their clients. In case there's a problem that cannot be solved remotely, Cerberu's staff will move immediately to their establishment and physically solve it with their clients.

Challenges

The biggest challenge for Cerberu was that they wanted their auto check-in application to only run in the kiosk or the single app mode. They wanted to curb misuse of devices to avoid exuberant data costs. Furthermore, if employees began accessing devices for personal entertainment, it can heavily affect their productivity on duty. Therefore, with a single app mode, Cerberu wanted to make sure neither their customers nor employees can access any other functionality or the apps and the websites on the hotel-owned mobile devices except their own.

Industry

Hospitality

Solutions & Features

- Kiosk Lockdown
- Android Device Management
- Single App Mode
- Application Management
- Custom Branding

Key Benefits

- Enhanced customer experience with Android tablets
- Distraction-free working environment for employees
- Device monitoring for performance and security
- Location tracking for on site devices
- Reduced data costs

Why Scalefusion

- Industry-leading UEM provider with simplified and intuitive mobile device management experience
- Easy to configure, deploy, and upgrade devices and apps across the entire lifecycle
- Leading choice for a scalable solution with multi-OS support

Solution

Cerberu locked Scalefusion Mobile Device Management Solution to overcome the challenges they faced with their application for digital check-in on mobile devices. The company could remotely monitor and control all the company-owned devices for monitoring business operations. They wanted to curb its growing mobile data cost due to unmonitored devices, so, Scalefusion locked all the company-owned devices for personal entertainment so that they only featured Cerberu's application. Using the kiosk mode, the company could also whitelist a list of website or apps which they think might be useful to the employees and guests. The offline security features, in the form of location tracking, ensured that the device remained secure in case of theft or loss. Since Cerberu is a hospitality company, branding plays an important role. Therefore, Scalefusion MDM also offered custom branding so that all company devices only featured Cerberu's theme, logo, and design.

Key Results

Working with Scalefusion has brought out the following proven results for Cerberu:

- Locking down the Android tablets to kiosk mode
- Central management and monitoring of the device inventory from Scalefusion dashboard
- Whitelisting websites and restricting apps
- Custom branding from the dashboard
- Location tracking for each device

Testimonial

Scalefusion gave us the functionalities which we needed in order to isolate our kiosk app. It has helped us in saving costs (avoiding to develop the solution by ourselves).

About Scalefusion

Ambitious companies around the world trust Scalefusion to secure and manage endpoints including smartphones, tablets, laptops, rugged devices, POS and digital signages. Our mission is to make Device Management simple and effortless along with providing world class customer support.

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