## Enhancing employee productivity of Fullcarga with MDM solution Scalefusion

Worldwide leader in electronic distribution

## About the Company

Fullcarga is a Spanish company that has the most advanced technology for electronic transactions. Fullcarga is specialized in the distribution and sale of pre-paid long-distance and virtual charges cell phone service. Fullcarga provides telecommunications services that have the most advanced technology for electronic transactions from anywhere to anywhere in the world.

Fullcarga has been the pioneer in implementing electronic recharge online and today maintains its leadership in the countries in which it operates; based on knowledge of the business, an established and reliable technology situation. Fullcarga offers their customers a fast, convenient and secure solution with different technological formats that allow reaching every corner of the country.

## Business Goals

Fullcarga is counted among one of the undisputed leaders in the electronic distribution market and one of the greatest technological innovators of prepaid products and transactional solutions in Latin America. Their business goal is to offer an advanced strategic consulting and implementation service by becoming a leader in technological innovation and transactional services. Their aim is to leave no stone unturned and reach wherever the network reaches and provide its clients an end-to-end solution. To stay ahead of the competition, they required a strong presence of on-field employees who would visit the retail stores and make transactions of virtual service charges for the clients to enhance business visibility. The organization had diversified stores at diversified locations to sell their virtual offerings. The organization deployed Digiland Android tablets for the on-field employees to record the transactions. However, the organization understood the requirement of an MDM solution to track and monitor the activities as well as the device locations so that the productivity is retained, and the business is on the passage of expansion.

## Challenges

Fullcarga had multitudes of challenges affixed to their recurring operational activities. The concern surfaced when the organization realized that they were not able to track the organization -owned Android devices and monitor the activities of their on-field employees. The increase in the overhead cost of the data usage on those deployed devices indicated the organization about the personal misuse and unnecessary surfing of websites not relevant to the business that has reflected poorly on the employee productivity and fruitful output. The organization also showed

### Industry

Retail

### Solutions & Features

- Kiosk Lockdown
- Android Device Management
- Application Whitelisting
- Browser Management
- Customized Branding
- Location Tracking
- Device Groups

### Key Benefits

- Enhanced employee productivity
- Distraction-free working environment for employees
- Centralized device deployment, management and monitoring
- Live location tracking for prevention of theft/misuse
- 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

concern about the downloading and installation of the unauthorized application by the on-field employees hampering their fullest outcome. Fullcarga were looking for an MDM solution that can offer a package of solutions for all the concerns listed by whitelisting only business-critical applications and restricting the application store for unauthorized downloads. They were also looking for a solution wherein they will be able to track and monitor the activities of the deployed devices in a secured environment. Followed through, they also wanted a mechanism that can allow them to track the location of devices so that the confidential business data could be wiped off remotely as soon as any mishap happens.

## Solution

After extensive research online for an efficient and cost-friendly MDM solution, Fullcarga locked in for Scalefusion for the Kiosk lockdown of all the deployed Android devices. With the enablement of the Kiosk lockdown on specified profiles of Android devices in the dashboard, the IT admins were able to gain the entire settings and access control remotely which can restrict the end-user to tamper with the existing settings. With the help of the Scalefusion dashboard, the organization pushed only the business-critical application required for the recurring operations and whitelisted them. To ensure that the productivity is not compromised, the IT admins also blacklisted all the personal applications, social media surfing websites and enabled the organization branded website to preload on the browser. With the application management, the organization restricted the downloading and installation of any unauthorized application that can potentially harm and cause misuse of the organization-owned data. The organization through GPS tracking were also able to monitor the live locations and developed the potential of wiping off the critical data in case of marking of the device misplacement or stolen report. The organization also leveraged and pushed customized branding of their organization from the dashboard for the Lock Screen and Wallpaper by setting up the organization logo, applications to be visible on the screen, and much more. The MDM solution of Scalefusion enhanced the branding store of Fullcarga and also delivered them a package of solutions they can rely upon for their on-field employees using organization-owned Android devices.

## Key Results

Working with Scalefusion has brought out the following proven results for Fullcarga:
• Enablement of Digiland Android tablets into Kiosk lockdown
• Improved productivity by restricting unauthorized application with Application Management
• Streamlined operational efficiency by whitelisting the applications and website browsing to work-only applications and whitelisted websites
• Recorded lower data cost usage with effective device monitoring through Deepdive analytics
• Tracking live locations through GPS tracking in the Scalefusion Dashboard

## Testimonial

"We needed a solution that allows us to ensure the usage of the mobile device only for selling and not personal usage. We also needed a solution that allows us to monitor the device location and a minimal administration. Scalefusion provided us with that solution we were looking for."

### 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.

### Enterprise Sales & Partnerships

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