

Wakefield District of Sanctuary achieved positive user engagement and seamless management of remote tablets with the help of Scalefusion



About the Company

The Wakefield District City of Sanctuary is a registered charity in England and Wales. Wakefield launched its initiative to become a City of Sanctuary to the Public Sector in June 2010, as part of the RASA conference in Refugee Week. They offer welcome and inclusion to people coming to their district whose lives are in danger in their own countries. They encourage communities, voluntary groups, faith, and community organizations in the Wakefield district to welcome and assist Asylum Seekers and Refugees.

Business Goals

The Wakefield District City of Sanctuary aims at promoting and encouraging the inclusion of Asylum seekers across the Wakefield District. They also welcome enrolment of people seeking Asylum in the UK whilst they are in hostel accommodation. Hence, it was crucial for them to build and maintain a proper communication channel, via a digital device with such individuals, remotely. The major requirement for them was to distribute devices to such people and then remotely monitor, manage and push content on these devices.

Challenges

The Wakefield District City of Sanctuary was on the mission to make its services reachable to every Asylum seeker in the UK, be it in person or remotely. They wanted to support vulnerable Asylum Seekers who were new to their community. For this very purpose, they wanted to make a free loan of tablets to people seeking Asylum in the UK whilst they were in hostel accommodation. These tablets could then be used to set up a remote Asylum over which fresh content could be pushed. Moreover, this could also help in regularly monitoring engagement. This prompted the requirement for an efficient mobile device management solution to ensure that the devices were not misused for purposes other than intended, are easy to provision with content and apps, and were also trackable in case they are stolen or lost.

Industry

Non-governmental Organization (NGO)

Solutions & Features

- Android Device Management
- Zero-touch Enrollment
- Location Tracking
- Content Management
- Reports and Device Analytics
- Kiosk Lockdown
- Application Management

Key Benefits

- Increased operational efficiency
- Effortless remote monitoring of Android Tablets
- Increased device protection and data security
- Enhanced user engagement

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

The Wakefield District City of Sanctuary had to find a solution so that the path to fulfilling its mission remains unhindered. The deployment of Scalefusion Mobile Device Management resolved their challenges to a great extent, as it helped them to securely manage their tablets and helped them with efficient remote monitoring. It further enabled them to monitor the positive engagement of tablet users. They were able to locate the tablets, as well as push over-the-air content to the tablets leveraging features like Location Tracking and Content Management. They were also able to engage with the users effectively. With this, they witnessed a positive impact on users' mental health after their often very traumatic journeys. They also received positive anecdotal evidence both from the users and those managing the facilities in which they are housed.

Key Results

Working with Scalefusion has brought out the following proven results for the Wakefield District City of Sanctuary:

- Increase device and data security
- Seamless remote tracking and management
- Easy content deployment on tablets with custom branding
- Maintained a loan stock of 130 tablets with negligible losses

Testimonial

“Scalefusion was really instrumental in helping us realize our vision of making Asylum services reachable to people. We were able to maintain a loan stock of 130 tablets to remotely located Asylum seekers with negligible losses. We have seen a positive impact on users' mental health after positive engagements, post Scalefusion implementation ” - Richard Davies, Chair of Board and Manager of the tablet loan scheme, from the Wakefield District City of Sanctuary.

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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