



OTHERS SELL. **WE SOLVE.**



CASE STUDY

Enhancing Mobile Device Management and Operational Efficiency

OVERVIEW

A software developer was seeking a trusted partner with expertise in staging, kitting, engineering, and managing enterprise-class mobile computers and printers. The company required an efficient solution to streamline device management, minimize downtime, and optimize support costs. GMI provided a comprehensive approach that included depot and administration services, real-time device tracking, and a strategic spare pool management system, improving overall device performance and support efficiency.

THE CHALLENGE

The software developer faced significant hurdles in managing their enterprise-class mobile devices and printers. Key issues included:

- Lack of in-house expertise for staging and kitting.
- High downtime due to limited spare devices and slow turnaround for replacements.
- Inefficient device tracking and management, leading to delayed resolutions.
- Rising support costs and declining device performance over time.

To maintain productivity and enhance user experience, they required a reliable partner to provide end-to-end management for their devices and peripherals.

CHALLENGE:

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- High downtime due to limited spare devices and slow turnaround for replacements.
- Inefficient device tracking and management, leading to delayed resolutions.
- Rising support costs and declining device performance over time.

SOLUTION:

- A 20% spare pool of pre-staged and ready-to-ship devices to ensure minimal downtime.
- Full management of device staging, kitting, and production.
- The Tidal portal, providing a centralized system for tracking tickets, requests, and device status.

BENEFITS:

- Seamless device management
- Cost savings
- Reduced downtime
- Improved user experience

COMPANY:

- **Size:** Medium-sized software development company
- **Industry:** Software Development

SOLUTION

GMI deployed a multi-faceted solution to meet the customer's needs:

1. Staging and Kitting Expertise:
 - Fully handled the setup and preparation of production devices, ensuring a smooth deployment process.
 - Ensured readiness of a 20% spare pool to replace malfunctioning devices immediately.
2. Depot and Administration Services:
 - Comprehensive management of spare devices to prevent operational delays.
 - Supported ongoing maintenance and repairs through RMA services.
3. Centralized Management via Tidal Portal:
 - Provided a single-pane-of-glass solution for tracking requests, monitoring device environments, and managing tickets.
 - Enabled real-time visibility and control over all managed devices.
4. Enhanced MDM Capabilities:
 - Improved device security, monitoring, and performance through robust Mobile Device Management (MDM) solutions.
 - Addressed the need for streamlined device configurations and updates.

TESTIMONIALS:

Partnering with GMI has been a game-changer for us. Their expertise in device management and seamless spare pool management has ensured our operations run without interruptions. The Tidal portal has given us unparalleled visibility and control, enhancing our overall efficiency."

— IT Operations Manager,
Software Developer

OUTCOMES

The implementation of GMI's Managed Services significantly enhanced the software developer's operational efficiency. With robust MDM capabilities, the customer now efficiently manages and monitors devices, ensuring optimal performance. Ready access to a pre-staged spare pool minimized downtime and productivity losses, while the centralized Tidal portal streamlined device tracking and management. These improvements delivered cost savings, reduced disruptions, and elevated the end-user experience, positioning the customer for sustained growth.

Are you facing similar challenges in managing your enterprise devices?

Visit [gmi.com](https://www.gmi.com) to discover how our managed services can enhance your operations. Contact us today to schedule a consultation and explore how GMI can optimize your mobile device management and support.



KEY TAKEAWAYS

GMI's solution not only streamlined the management of mobile devices but also brought significant operational improvements. The spare pool and real-time support services minimized downtime, and the comprehensive Mobile Device Management (MDM) capabilities reduced support costs. By offering a centralized tracking system via the Tidal portal, GMI empowered the customer with better oversight and control, leading to more efficient and cost-effective operations.