

May Gurney Case Study

Maintaining the UK public utility infrastructure, with SOTI's EMM solution, MobiControl



About May Gurney

May Gurney is an infrastructure support services company located in Norfolk, England. It is committed to helping its clients in the public and regulated sectors deliver sustainable improvements to front-line services across the UK. May Gurney deploys an integrated service delivery model for its clients, where experience and resources are shared in order to maximise the value and effectiveness of the solutions it provides. It keeps the country running with ongoing maintenance of road, utility, rail and waterways networks and public buildings as well as with the collection of household waste.

Its Public Sector Services segment works across three main delivery areas: Highway Services, Environmental Services and Facility Services. Combined, the addressable markets are worth £10.4 billion per annum. Its Regulated Sector Services segment includes Utility Services, Rail Services and Waterways Services. In total, the directly addressable markets in which May Gurney operates are worth approximately £8.6 billion per annum.

The Business Challenge

May Gurney's search for a mobile device management solution centered on the ability to effectively address and solve the key concerns of managing its devices via remote control, software deployment and asset tracking functionality.

Its mobile field-force consists of large, disparate work gangs who spend copious amounts of time in the field, away from May Gurney's depots. These gangs are pri-

marily sent on break/fix jobs and longer term improvement work jobs. Each gang is assigned one Motorola MC75 mobile unit running on a mixed network of both Vodafone and Orange. Devices are used to update May Gurney's works order management system with ongoing progress reports. The system then updates an overall scheduling Gantt that the customer has access to view and interrogate.

The main software solution running on these devices is Windows Mobile 5.5 for the Operating System. The devices also run the following applications: May Gurney WOMS, Global Bay Application, and SHEA Tool.

One of the main hurdles May Gurney encountered with its mobile field-force was deploying new units into the existing environment. For May Gurney, deploying just a single MC75 unit to a gang would take up to 4 hours of manual configuration simply to get the unit charged and to the customer. Due to this timely and costly activity, May Gurney required an EMM solution that would simplify the device configuration and deployment process. In addition, it needed a solution that would not only get the devices up and running but also enable the quick and easy management and support of devices post-deployment.

The Solution

The SOTI MobiControl solution, recommended to May Gurney by SOTI Certified Partner Spirit Data Capture, ultimately satisfied all of the company's EMM needs.

Implementing MobiControl was an exceedingly quick

Industry Application Area:
Infrastructure Support Services

Mobile Devices:
Motorola MC75

Network:
Vodafone Network
Orange Network

Summary:
May Gurney
Infrastructure support company running ongoing maintenance of highway, environmental and facility services.

Challenges
Device Deployment, Management Costs, Centralized Control and Asset Tracking

MobiControl Solution
Quick Installation, Easy-To-Use, Simplified Device Configuration, Location-Based Services, Remote Support and Device Statistics

Result
Reduced Device Deployment Costs, Faster Device Provisioning, Full Field-Force Visibility, Reduced Downtime and Instantaneous Remote Control

"We realize that MobiControl has even more to offer us, not only in terms of baseline features and functionality but also in terms of further automating the management of our devices, ensuring they are secure at all times and expanding the size of our field-force to coincide with the reach and continuing success of our services."

-Tom Sewell,
Project Manager

process for May Gurney. Prior to installation, a SOTI technical sales engineer provided a brief one-hour in-person training, after which May Gurney was given a copy of the solution, which it independently installed. Tom Sewell, Project Manager at May Gurney, recounted, "MobiControl itself was easy to use and didn't require a great depth of technical knowledge to install, so our own in-house infrastructure guys got it up and working effortlessly."

May Gurney has been very satisfied with the improvements the MobiControl solution has offered its mobile operations. Of the challenges with May Gurney's mobile field-force, device deployment was a primary pain point. SOTI MobiControl significantly decreased the amount of time it took to deploy a new device and implement it as an operational unit.

SOTI MobiControl has also offered full visibility from the MobiControl Manager, where all units are viewable and device information accessible, such as data regarding software installations, software revisions, package details etc. Previously, if a unit was faulty for any reason, the device would have to be returned to Norwich from its offsite location, often hundreds of miles away. MobiControl's remote helpdesk support functionality has given May Gurney centralised control and troubleshooting over all of its devices.

May Gurney has reaped a number of benefits by automating device deployment with packages, tracking the locations of devices, monitoring device status and remote controlling any device at a click, all major plus points for the company.

The Result

SOTI MobiControl has introduced a bevy of EMM capabilities to May Gurney's mobile operations, streamlining their processes and effectively reducing costs associated with device deployment and support. As an all-inclusive solution, MobiControl provided re-

moté support, software and device deployment, device statistics, reporting as well as location services, including GPS tracking and Geofencing.

Before SOTI MobiControl, May Gurney had 200 devices deployed in the field and now, since MobiControl's implementation, May Gurney has deployed an additional 150 devices with plans to double the total number in coming months.

SOTI MobiControl has delivered sizeable cost savings for May Gurney's mobile device operations. In mobile deployment costs alone, May Gurney has saved thousands of pounds thereby enabling the company to increase the size of its fleet in a cost-effective manner. In addition to cost savings, a notable time saving has also been achieved. Prior to MobiControl, it would take up to 4 hours to deploy a new device. Now, with MobiControl, May Gurney has been able to reduce that deployment time by 88%, from 4 hours to 30 minutes, resulting in savings of both time resources and human costs.

SOTI MobiControl is a robust software solution that has given May Gurney full visibility, control and remote support over its devices. Previously, devices encountering issues would have to be shipped back to the head office; it would take up to a week, if not longer, to receive a device, troubleshoot and resolve any device issues and then return the device to its user. It was a lengthy process that ultimately removed devices from operation in the field, not to mention the shipping costs the company also incurred. SOTI MobiControl has streamlined device support and troubleshooting for May Gurney, enabling it to have control of its devices from a central location. May Gurney is now able to fix any unit remotely in a matter of minutes, not weeks, whilst it sits in the user's hands. "We've achieved an amazing reduction in downtime with a much simplified and cheaper process, keeping devices in the field and working properly," commented Mr. Sewell.

SOTI MobiControl has effectively and efficiently

restructured May Gurney's mobile device processes from deployment to management to support. "We still don't use all of the functionality we could be using," commented Mr. Sewell. "We realize that MobiControl has even more to offer us, not only in terms of baseline features and functionality but also in terms of further automating the management of our devices, ensuring they are secure at all times and expanding the size of our field-force to coincide with the reach and continuing success of our services."

Solution Benefits:

- Quick device deployment and configuration
- Asset Tracking
- Real-time remote support and control
- Detailed device information
- Software and data provisioning
- Flexible and Scalable
- Reduced cost, time and resources

About SOTI Inc.

SOTI is the world's most trusted provider of Enterprise Mobility Management (EMM) solutions, with over 14,000 enterprise customers and millions of devices managed worldwide. SOTI makes mobility work by developing industry-leading solutions for EMM, allowing organizations to support corporate-liable and Bring Your Own Device (BYOD) policies. SOTI MobiControl solves the unique challenges involved in managing, securing, supporting, and tracking mobile and desktop computing devices across all platforms.

+1 888 624 9825 (NA)
+44 121 3680675 (UK)
+61 3 90015554 (Australia)
+91 124 464 7684 (India)

sales@soti.net
www.soti.net

