

CASE STUDY

Innserve improves productivity and reduces costs with Panasonic TOUGHBOOK & SOTI ONE

Innserve, specialists in the supply, installation & maintenance of drinks dispense systems, rolled out Panasonic TOUGHBOOK L1 Android tablets to 400 technicians, powered by the SOTI ONE Platform.

Client: Innserve

Location: UK

Challenge

Required a new Android tablet for their 400 dispense technicians across the UK.

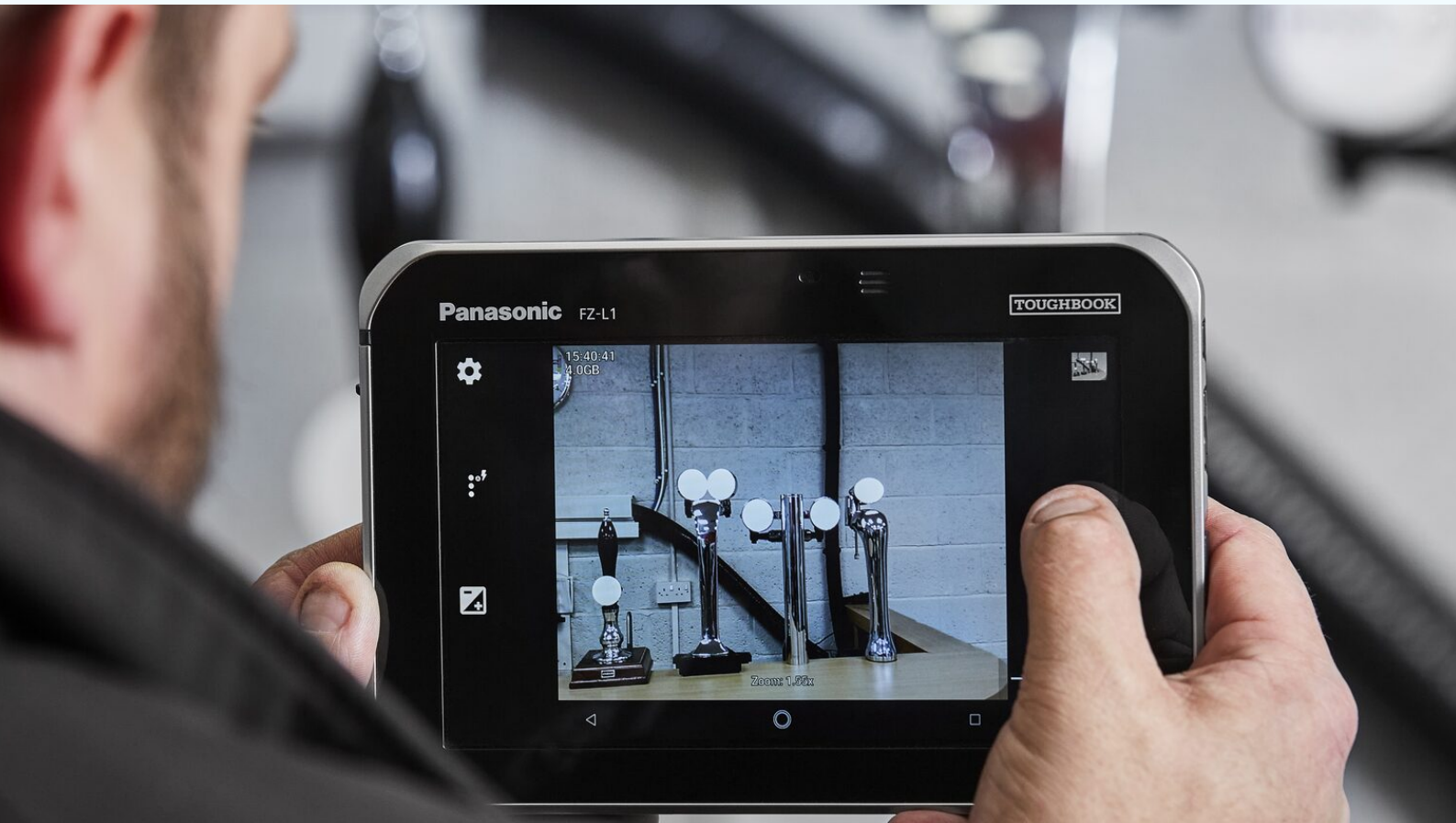
Solution

The rugged 7" TOUGHBOOK L1, combined with Panasonic partner SOTI's EMM software MobiControl.

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Kieran Delaney | Director of IT



“One thing we really value is that Panasonic has an Android specialist available that is always on hand to help us with any issues. It has really helped us improve the way our Android application works on the Panasonic TOUGHBOOK. We see it as a partnership, rather than a vendor relationship, and this has extended to our work with SOTI.”

“Our success story, as a business and an IT department, has been our ability to be flexible and pivot to meet the needs of our customers and the technicians, and that is such a powerful attribute in our business. Our relationship with Panasonic and SOTI helps us to achieve this flexibility.”

A hands-on device

Innserve technicians receive their daily schedule of appointments, plan their journeys and record information about each job using the device. Each device is automatically synchronised with the central systems every 15 minutes. In addition, the TOUGHBOOK L1 tablet is used to place orders for and to return parts, as well as for email communications, to provide access to HR systems and payment information, and also to show customers the latest information and training videos.

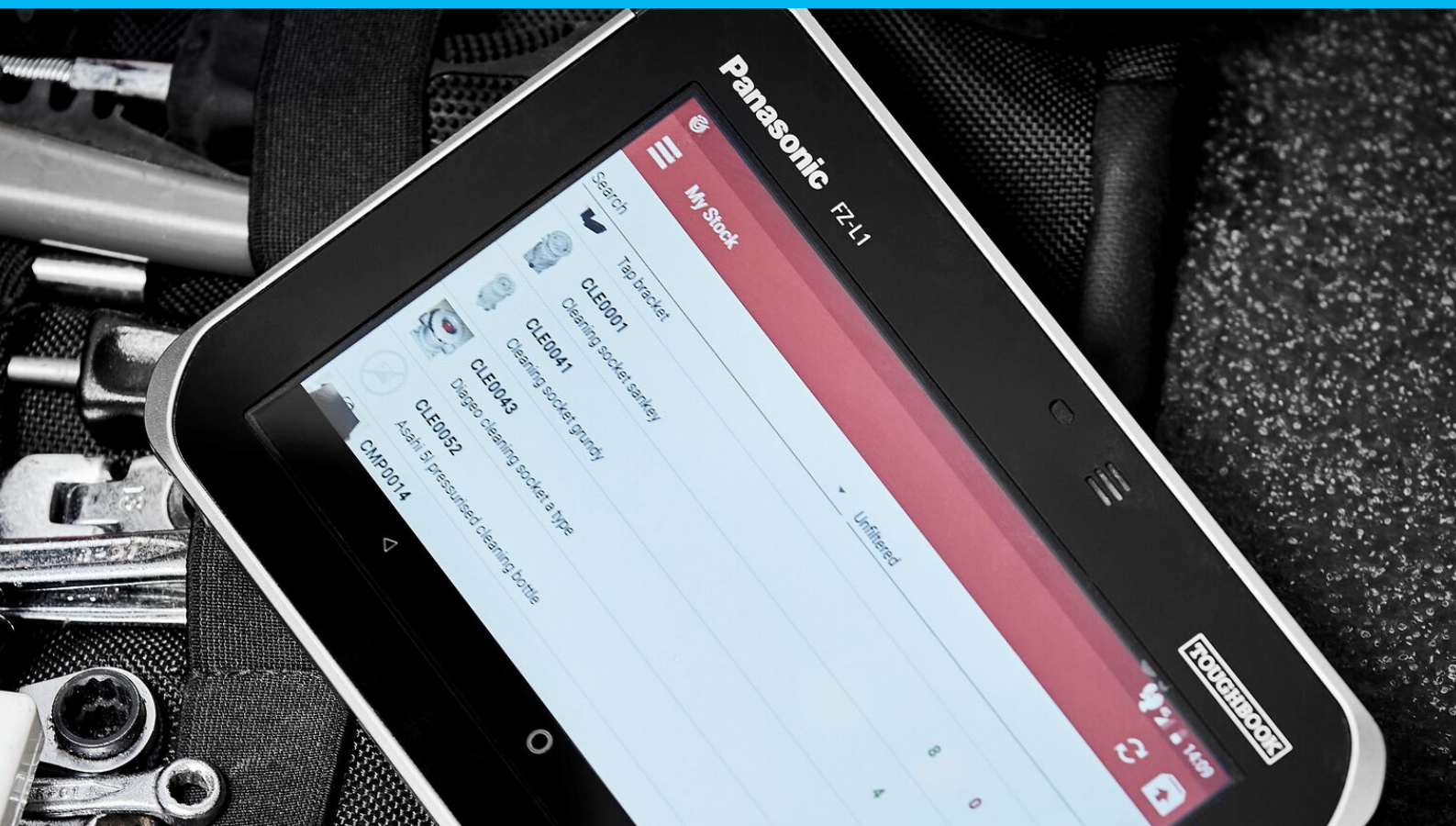
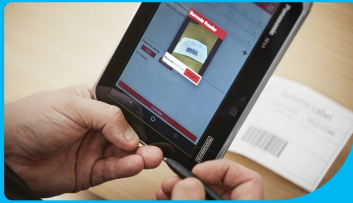
The rollout went very well with the Panasonic devices delivered pre-configured, asset tagged and registered into SOTI MobiControl for staging and ongoing Enterprise Mobility Management (EMM). Once the devices are in the hands of the technicians, they simply supply the serial number of the device and it is activated for operation. The technicians then have access to all their applications through the use of a single username and password.

The technicians receive a welcome pack that explains the benefits of the new Panasonic device and how to operate it effectively. They also receive a telephone support call to answer any questions. The IT team uses SOTI Assist, the industry's first diagnostic help desk solution that is 'purpose-built' and designed for the mobile-first era. It features SOTI's award-winning remote control technology, making it easy and efficient for technicians to analyze, troubleshoot and resolve mobile device and app issues from anywhere, at anytime.

“Previously, we could have been on the phone to the technicians for up to one and a half hours to get a device up and running, but with the new staging and being able to take control of the device remotely, that time has been radically reduced,” explained Drew Wilcox, Systems Support Manager at Innserve.

Rolling out regular application updates to the new devices is also much more efficient using SOTI MobiControl. “We have quite an aggressive development schedule, rolling out updates with new features every two to three weeks,” explained Kieran. “This is really important for the business in staying ahead of the competition and driving efficiencies – which ultimately leads to significant increases in profit and an improved level of customer service and satisfaction.”

Innserve no longer has to chase its technicians to update their devices because it can be scheduled and managed remotely via SOTI by the IT team, and delivered, for example, overnight. “We have found updating our applications happens much more quickly using SOTI MobiControl than with our old mobile device management solution,” added Kieran.



The Innserve technicians have taken to the new Panasonic devices well. "This is very much a hands-on device for our technicians," explained Drew. "Technicians have to input a lot of data, often in wet and difficult environments. The TOUGHBOOK L1 tablet is easy to use and read, and there is a big uplift in battery life. Technicians appreciate the finer design details like the hand strap and stylus and the device is lightweight and easy to carry. The new micro USB charger is also a good design choice because it means the technicians can charge the device with the same equipment as their Android mobile phones."

Innserve used to have a barcode module attached to their older devices, but are using the flexibility of the camera on the new TOUGHBOOK L1 devices. Using different applications, the camera can be used to scan a variety of QR and barcodes for managing equipment returns.

To add another layer of safety for technicians, Innserve is using the speed control application within SOTI MobiControl so that the devices will only show Google maps when travelling at more than 10 mph.

Next day replacement

To ensure the workforce always has the right tools for the job, Panasonic also maintains a Rapid Replacement stock for Innserve at its configuration and service centre in Cardiff, and provides a 24 hour replacement service for devices that are damaged or stolen. However, not a single device has failed or required replacement as of today.

Specialist Android support

Panasonic offers its Android customers specialist Android support through Panasonic COMPASS, its market-leading suite of enterprise management tools for Panasonic TOUGHBOOK rugged tablets and handheld devices running the Android operating system (OS). The latest additions to the Complete Android Services and Security package include a new proprietary rapid configuration tool "PARC", which offers enhanced security support for up to three years after product end-of-life and can be extended for up to five years. This includes support through OS transition where applicable, as well as a Mobile Enterprise Application Platform and an application submission portal to certify new applications for devices.

Nick Miller, Corporate Account Manager for Panasonic TOUGHBOOK, said: "Innserve technicians rely on their mobile computing devices to help keep business flowing for their customers. This means that the Android devices they use have to be rugged, functional, reliable and future-proof. As Europe's leading rugged tablet and notebook provider, we have a long track record of delivering mobile computing devices that businesses can trust. Alongside our COMPASS suite of enterprise management tools for Android devices and our comprehensive service, repair and warranty offering, Panasonic is the ideal solution partner."