

FASD Case Study

SOTI MobiControl Streamlines FASD's Delivery of Home Healthcare Services in Belgium



About FASD

Based in Belgium, FASD (La Fédération de l'Aide et des Soins à Domicile) is a premier provider of in-home healthcare services for the elderly, ill and disabled. With more than 4,000 employees and 32 centers throughout Wallonia, Brussels and the German-speaking Community, FASD offers a wide range of professional, compassionate and high quality home-based healthcare services.

The Business Challenge

In an organization-wide mobile health initiative, FASD equips its nurses with Samsung Galaxy 10.1 Tablets, giving them remote access to patient electronic health records (EHRs) and critical medical applications. Although this initiative presents tremendous benefits, FASD lacked a comprehensive mobile management solution necessary to manage and secure its mobile devices to meet stringent healthcare requirements.

FASD lacked the ability to provide remote device support for nurses in the field, resulting in lengthy periods of mobile device downtime and reduced operational efficiency. Without over-the-air management capability, the installation and update of applications on devices required manual intervention by IT for each device, a tedious, time-consuming process for FASD. Furthermore, with nurses accessing patient data remotely, FASD risked

data breaches that could compromise the privacy of patient EHRs, especially if a device is lost or stolen.

To overcome these challenges, FASD required a reliable, standards-compliant and comprehensive solution to centrally manage, support and secure its growing number of mobile devices.

The Solution

Based on the recommendation from Win, Belgium's leading integrator of Information & Communications Technology (ICT) solutions, FASD chose SOTI MobiControl to enhance its enterprise mobility strategy. With over 10,000 customers and millions of devices managed globally, MobiControl is the world's most trusted provider of Mobile Device Management (MDM) solutions. MobiControl, with its unique Android+ technology, is the only MDM solution on the market that provides consistent management of all Android devices, regardless of the device manufacturer. FASD relies on a range of MobiControl's leading-edge features to provide its nurses with simple, secure access to patients' medical records and vital healthcare applications.

Through MobiControl's easy-to-use web-based management console, FASD has complete visibility and control over its mobile assets. Leveraging the world's fastest and most reliable remote control technology,

Industry Application Area:
Healthcare

Mobile Devices:
Samsung Galaxy 10.1 Tablets

Summary:

FASD

A premier provider of in-home healthcare services in Belgium.

Challenges

Support Remote Mobile Devices, Manage Medical Applications, Secure Patient Data and Reduce Device Management Costs

MobiControl Solution

Real-Time Remote Control and Help Desk, Silent Application Installation, Application Management, Lockdown/Kiosk Mode and Advanced Security

Result

Faster Remote Device Support, Reduced Operational Downtime, Optimized Productivity, Lower IT Costs, Enhanced Security, Improved Patient Care and Satisfaction, and Increased Mobility ROI

"With the help of MobiControl on their Samsung Galaxy Tab 10.1 devices, FASD has reduced the total cost of mobile device ownership, improved mobility ROI and reinforced its reputation as an organization that delivers high quality and patient-centered care. MobiControl has allowed FASD to provide remote mobile device support for its nurses in the field, thereby minimizing device downtime, increasing productivity levels and reducing IT support costs."

Régis Poty
Corporate Account Manager
Win



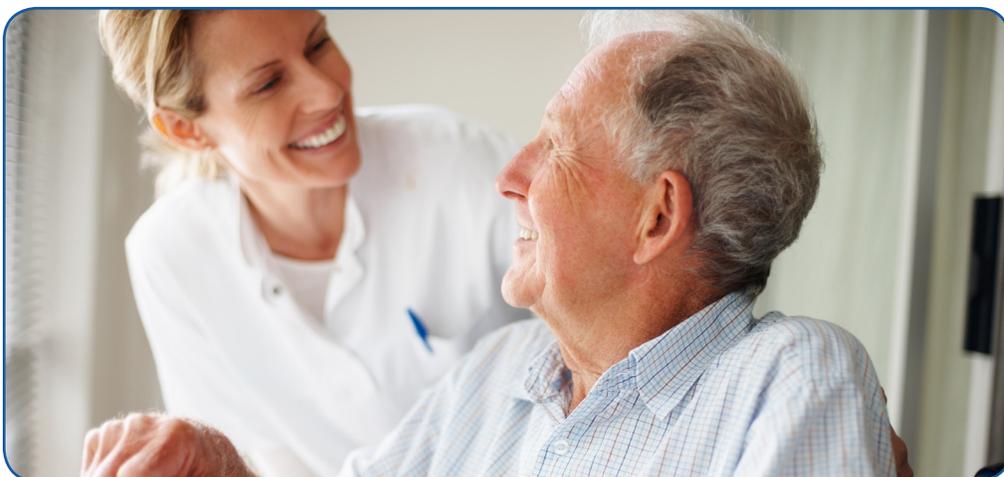
MobiControl minimizes mobile device downtime for FASD by enabling the IT department to remotely diagnose and fix device issues in real-time. With MobiControl's advanced application management features, FASD's IT administrators can remotely and silently distribute, update, whitelist and blacklist applications for all mobile devices at the same time, without disrupting the end-user. In addition, MobiControl secures FASD's confidential patient information by allowing the IT Department to easily locate, track, lock-down and wipe lost or stolen devices.

The Result

MobiControl has empowered FASD to adopt enterprise mobility without compromising data security, compliance and usability. After implementing MobiControl, FASD has increased the operational efficiency of its home healthcare services, enhancing the standard of care for its patients.

MobiControl's robust remote control and Help Desk tools enable FASD's IT department to remote troubleshoot and resolve device malfunctions in a matter of minutes, eliminating the need for costly off-site device diagnostics. Using MobiControl's silent application installation technology, FASD can quickly and easily distribute and update the enterprise applications on its entire fleet of mobile devices, saving IT a significant amount of manual work and time. Additionally, with MobiControl's FIPS 140-2 certified encryption, FASD can securely manage patient records and maintain compliance with stringent government regulatory standards.

"With the help of MobiControl on their Samsung Galaxy Tab 10.1 devices, FASD has reduced the total cost of mobile device ownership, improved mobility ROI and reinforced its reputation as an organization that delivers high quality and patient-centered care," said Régis Poty, Corporate Account Manager of Win. "MobiControl has allowed FASD to provide remote mobile device support for its nurses in the field, thereby minimizing device downtime, increasing productivity levels and reducing IT support costs."



Solution Benefits:

- Fast remote device support
- Reduced device downtime
- Optimized efficiency and productivity of medical staff
- Improved medical data security
- Enhanced patient care and satisfaction
- Quick application installation and updates
- Savings in device management costs
- Higher mobility ROI

About SOTI Inc.

SOTI Inc. develops industry-leading solutions for Mobile Device Management (MDM), Mobile Content Management (MCM), Mobile Email Management (MEM), Mobile Application Management (MAM), Mobile Security Management (MSM), and to enable Bring Your Own Device (BYOD) policies in the workplace.

SOTI MobiControl solves the unique challenges involved in managing, securing, supporting, and tracking mobile and desktop computing devices across all platforms. Today, over 10,000 customers around the world in all industries rely on SOTI to manage millions of devices.

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