

A woman with long dark hair and glasses is looking down at a tablet device. She is wearing a light-colored blazer over a white top. The background is a blurred office setting with a computer monitor visible. The overall lighting is cool and blue-toned.

**CHARITY
SECTOR**
AN ORGANISATION
THAT WORKS FOR THE
UNDERPRIVILEGED

Challenge

- ▷ Existing Mobile Device Management (MDM) solution was not fit for business requirements
- ▷ 200+ locked devices causing critical access restrictions, leading to significant costs to the business
- ▷ Major telecoms providers and London-based tech companies were unable to unlock the devices
- ▷ Required a unique, robust, and reliable MDM solution

Journey

- ▷ Astec requested a single device to be able to test potential solutions
- ▷ Implemented a niche MDM solution that met all of their requirements
- ▷ Worked closely with the client to create nation-wide mobile device policies and user training guides (including support videos).

Outcome

- ▷ Resolved issues with 200+ devices and the client was able to recover lost costs through re-selling devices
- ▷ MDM solution expanded app library resulting in additional user capabilities
- ▷ Robust and reliable solution that exceeded customer expectations.
- ▷ Business productivity and reach increased through technology
- ▷ User training and videos created for self service