

# Voice Mobile and St. Anne's Community Services

## The Challenge

The set up and administration of their mobile fleet was time consuming and inefficient.

- Individual handsets were taking anywhere between six and eight hours per individual handset.
- Remote workers needed to keep devices up to date out in the field.
- Details of vulnerable clients must be protected.

## The Solution

- The full Samsung Knox Managed License

## The Results

- Protected handsets
- Out of the box solution for their mobile fleet
- Simplified device configuration cut set up time down to 45 – 65 minutes.

St. Anne's Community Services were looking for a comprehensive solution for their extensive Samsung mobile fleet. With a staff base of around 1,500 people working across the whole of the North of England, over a third of these employee's roles demanded a mobile phone. Given this large base, an exhaustive mobile management solution was essential for their mobile deployment.

**"We can use [Knox] to protect... purchased handsets and move to something close to an out of the box deployment model for phones."**

- Dave Johnson, IT Manager, St Anne's Community Services

## Challenges

### Device Set-up

Spread out over the whole of the North of England, St. Anne's 500 plus fleet of mobiles were taking anywhere from six to eight hours to set up per handset. Representing a costly and time intensive task for an essential organisation dedicated to helping vulnerable people.

### Security

Working with vulnerable people makes security an essential issue for any organisation's devices. With over 500 individual handsets out in the field, it is vital that handsets can be protected against malware, malicious threats and intrusion.

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# “If we could apply [Samsung Knox] to other mobile devices on the android platform we would.”

- Dave Johnson, IT Manager, St Anne's Community Services

## About St. Anne's Community Services

Set up in 1971, St. Anne's have been supporting people with learning disabilities, mental health, substance misuse, and homelessness issues for almost 40 years. From providing support with housing and accommodation to extensive care services, they help vulnerable people across the north of England.

## Remote Communications

Most of St Anne's workforce are field based care workers who can spend whole days on the road visiting clients. Their mobile devices are needed to feed them the information needed to service clients adequately, compliantly and reliably without needing to come back into the office to be serviced.

## The Solution

To get their mobile fleet up to speed, St Anne's invested in the Samsung Knox Managed Licence. Giving them access to Samsung's whole security and management offer.

**Knox Configure** gives St Anne's the out of the box solution they needed to cut down device set up time. Their devices now only take 45 – 60 minutes to set up, as opposed to the six to eight hours they took previously.

**The advanced security** solutions provided by Samsung Knox help protect against intrusion, malware, and more malicious threats. Keeping the details of St Anne's and their vulnerable client's safe from prying eyes.

**The remote management options** Samsung Knox provides allows St Anne's fleet of devices to be maintained without coming back to IT. Devices can be kept reliable and up to date with the latest versions of Office365, email clients and more, all managed centrally.

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