# MDM CASE STUDY: COVID-19 TESTING SITES

## AT A GLANCE

### Challenges

- Battery duration
- Security
- Connectivity

### Results

- All tablets can be tracked and monitored via Scalefusion MDM software
- Greater security
- Longer battery life

**Scalefusion**

**T-MOBILE FOR BUSINESS** ELITE PARTNER

## ABOUT CLIENT

Client is on the front lines daily providing rapid COVID-19 tests and helping local communities across the U.S. stay safe. Results are sent through a HIPAA compliant software to a CLIA-certified lab with a certificate of negative status.

## CHALLENGES

Each testing location has three to five employees who use tablets. Early on, employees were using Wi-Fi-enabled lower-end tablets with hotspots to provide COVID-19 testing and to take payments. With the amount and type of data being transmitted, there was worry about security, battery issues on both the tablets and hotpots, and connecting each tablet to the hotspot during the day. The tablets also had ineffective cameras and were running slow due to multiple applications running in the background. It was difficult to manage tablets in the field, troubleshoot, track, monitor, secure, and deploy in an efficient way.

## EQUIPMENT/SOFTWARE

Samsung Tab A LTE, Scalefusion MDM, and First Call Wireless managed services.

## SOLUTION HIGHLIGHTS

First Call Wireless provided a fix to Client's daily frustrations with quality Samsung Tab A tablets and Scalefusion MDM software. They also took over the deployment of the tablets to include asset tagging and reporting, provide pre- and post-sales support and device life cycle, and continue to manage Client's devices in the field across the U.S.

## RESULTS HIGHLIGHTS

First Call Wireless now can log in to each tablet, push new applications, remove applications, check the battery life, signal strength, and track all tablets via the Scalefusion MDM platform. This has allowed Client to focus more on their daily duties by helping people get tested. Now the tablets can only function for business purposes with their approved apps, thus helping with the battery life, security, monitoring, and resolving issues fast and effectively.