FIRST CALL
WIRELESS

MDM CASE STUDY: HEALTHCARE

AT A GLANCE

Challenges

- Low cost
- Security
- Wi-Fi connectivity

Results

- 200 devices initially deployed
- 300-400 devices deployed per month
- Reverse logistics provided by First Call Wireless

SAMSUNG **Knox**

ABOUT CLIENT

Client provides virtual health management (telehealth) for patients and connects them to their clinical care team through a web-based application.

CHALLENGES

Client utilizes a low-cost tablet to run their proprietary application in conjunction with a medical device within the patients' homes. Client does not want to rely on the patients' in-home Wi-Fi to connect the tablet, and does not want patients to access applications other than their application and the camera for video conferencing.

EQUIPMENT/SOFTWARE

Samsung Galaxy Tab E, Samsung Knox Manage MDM, military-grade cases, and First Call Wireless managed services.

SOLUTION HIGHLIGHTS

Client previously selected the Samsung Tab E and tested this model in the field. This model can be sourced continuously, and newer models can be used as a substitute if supply runs low (i.e. Samsung Tab A). Client requirements for the MDM profile were minimal and could have utilized a simple low-cost MDM; but because of HIPAA compliance, Client opted for Samsung Knox Manage.

RESULTS HIGHLIGHTS

Client had an initial deployment of 200 devices and a projected volume of 300-400 devices deployed per month, and will require reverse logistics from First Call Wireless when patients are done using the medical device.

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