

The story of Four Star Freightliner

# Staying on the leading edge with the mobile devices managed by Hexnode

With Shun Patrick Sheffield | Sr. IT Director at Four Star Freightliner



## Quotes

“Hexnode has a pretty intuitive user interface and great administrator features... I really like to use it”

## Industry

Transportation/Trucking/Railroad

## Location

Montgomery, Alabama

## Website

<https://www.fourstarfreightliner.com/>

## Platforms



## The story

Four Star Freightliner is an industry-leading medium and heavy-duty truck dealer in the southeast U.S. The company offers a complementary line of Freightliner, FUSO, and Western Star brand trucks for both highway and vocational utility. Apart from delivering top-of-the-range truck products, the company offers a comprehensive range of services to bolster strong customer relationships. By maintaining a robust workforce strategy that entrusts employee growth and development, Four Star Freightliner nails the tactics to enhance organizational performance. The ultimate goal of the company is to grow the business sustainably by rendering world-class services.

As mobile technology started reshaping the lives of the remote workforce, the company planned to purchase mobile devices and deploy them to their employees across the country. The mobile phones and tablets running both Android and iOS are used by the personnel throughout the entire business.

It was after spotting various loopholes in the manual device management process that Shun Patrick Sheffield, the Sr. IT Director at Four Star Freightliner and his team realized the need for an appropriate device management strategy in their organization. Subsequently, they figured out that implementing an MDM solution in the company is the most sensible approach towards securing and managing mobile devices. Hence, the team started seriously testing various MDM software under the search for the best MDM tool. Eventually, they planned to deploy Hexnode MDM in the company on the thorough understanding that it could help them easily achieve the enterprise objectives apart from having additional management functionalities.

“Hexnode has a pretty intuitive user interface and great administrator features... I really like to use it”

Shun Patrick Sheffield  
Sr. IT Director at Four Star Freightliner



With Hexnode, Shun and his team could easily deploy various device restrictions such as limiting the use of Wi-Fi, Bluetooth, Camera, and so on. Hexnode helped them to deploy store apps as well as enterprise apps to the devices dispersed over a large geographic area. The Android app management from Hexnode supports the installation of applications without any involvement of the user. Moreover, it enables them to remotely update and uninstall apps, clear application data or cache, block the usage of apps, and more. The iOS app installation with Hexnode not only allowed to deploy applications but also enabled pushing iOS app configurations using XML. With the Hexnode location tracking, Shun could easily find the lost or misplaced devices, fetch the real-time device location information as well as the complete history of locations traversed by managed mobile devices.

“...The initial setup and configuration of the software were simple. We’ve more quickly become familiar with Hexnode MDM”

Shun Patrick Sheffield  
Sr. IT Director at Four Star Freightliner



The kiosk solution from Hexnode helped Shun Sheffield to lock down the Android and iOS devices to specific applications. The availability of several additional kiosk settings and restrictions such as single and multi-app lockdown, app auto-launch, Wi-Fi and Bluetooth controls, Android kiosk browser, and location check-in for users makes Hexnode kiosk mode a robust and cross-functional lockdown solution. Hexnode web content filtering enabled their team to blacklist and whitelist web URLs, thereby helping them to restrict user access to malicious web content.

“...The help articles on the Hexnode website are extremely helpful and relevant”

Shun Patrick Sheffield  
Sr. IT Director at Four Star Freightliner

## In a nutshell

It is the dramatic reduction of the waiting times in truck dealership operations and the cost-effectiveness that makes Shun find Hexnode to be the best-suited MDM for their company. The implementation of Hexnode MDM in the organization helped the IT team at Four Star Freightliner to control the employee devices completely over-the-air. They could easily track the real-time location of the managed devices and seamlessly push various restrictions and configurations to the target devices. Hexnode enabled them to deploy and manage their Android and iOS devices either individually or in bulk. With the excellent customer service, robust help documentation and additional resources, the team found the setup and configuration of Hexnode MDM to be quick and straightforward.