

The story of Millennium Hotels and Resorts

Streamlining Mobile Kiosk Management across 13 hotels from a single console

With Fred Ullmer | IT Application Support Manager at Millennium Hotels and Resorts



Why Hexnode

Deployed across 13 hotels in the US, Millennium hotels witnessed improved employee productivity and enhanced endpoint security.

Industry

Hospitality

Location

North America

Website

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

Platforms



The story

Based in London, the Millennium Hotels and Resorts has over 120 hotels all across the world. Among them, 13 of the branches are in North America alone. The hotel chain spans across Asia Pacific, Europe, Middle East, and North America. Founded in 1995, Millennium Hotels blends Asian hospitality with western comfort, which makes it popular among its customers everywhere.

The hotel employees who travel all over the country were provided with company phones for their work. The phones were supposed to be used only for work purposes. The devices included both Android and iOS. So, the IT team required a solution that supports both OS platforms and restricts the devices to a few work-specific apps. Since the devices were on the field most of the time, they needed to keep track of them.



Fred Ullmer, IT Application Support Manager at Millennium Hotels and Resorts, had already tried other popular MDM solutions before discovering Hexnode MDM. Hexnode proved to be a lot simpler and easy to use than the other solutions. Even though little assistance was required, the Hexnode tech support team was always quick and attentive, making the whole process run smooth.

All the users in the organization's **Active Directory** were imported to the Hexnode MDM console, relieving the IT team from adding users manually. The **Kiosk mode** allowed them to lock down the devices by whitelisting a few necessary apps. Thus, the devices only showed these apps alone, and it could not be used for any other purposes. Since the kiosk mode could not be disabled by the employees, they could not use the device for anything else. The IT team was able to track the location of the devices and regular location updates with location history could be obtained from the MDM console when needed. They enabled periodic **location tracking** for instantaneous location fetch to know the device location at any given time. Lost devices could be found with this feature and if not retrieved, they could wipe the device and save the corporate data falling into wrong hands. Hexnode supports both corporate data wipe and whole system wipe. Corporate data wipe only removes the corporate data in the device.



In a nutshell

The hotel deployed devices across 13 hotels in the US and were successfully enrolled and managed with Hexnode MDM. The kiosk lockdown mode turned out to be the perfect solution that fitted their requirements. The cross-platform support by the solution along with superior management features secured the corporate endpoints. Millennium hotels were able to witness the improvement in employee productivity which made the whole process worthwhile.