

On halving the time spent on pushing and updating apps to devices with Hexnode

With Christian Schaab, IT Specialist at Atascadero Mutual Water Company



Quotes

“This MDM is the one which we think is the best, so we just went with it.”

Industry

Utilities

Location

Atascadero, California

Website

<https://www.amwc.us/>

Platforms



The story

Atascadero Mutual Water Company (AMWC) is one of the consistent and best water utilities company in Atascadero, California. With over 10,000 service connections, AMWC serves more than 30,000 residents of Atascadero, California. The company provides a safe and reliable supply of water, while offering top-notch customer service. A full-time water treatment and distribution crew maintains AMWC's water production systems.

Some of the employees in the company spend many hours working on-field. They needed tablets to run the day-to-day operations effectively. So, the company purchased few tablets for their employees to simplify the work-process. The residents contact the company when issues like water leakage emerge. The details of the issues are quickly forwarded to the on-field workers via the tablet. The person nearest to the location uses the information to gather the necessary equipment and helps the resident in the quickest way possible. The tablets were meant to be used only for work-related activities. The company also wanted to make sure that the devices were used in a productive way.

“The devices are not used just for maps, its also our entire work order management system.”

Christian Schaab

IT Specialist at Atascadero Mutual Water Company



Christian Schaab, the IT Specialist at Atascadero Mutual Water Company, wanted to secure and manage the devices in an organized manner. It was becoming very hard for Christian to manage all the devices manually. After a thorough market research on MDMs and recommendation from Apple, he decided to try out Hexnode. The positive reviews for Hexnode urged him to contact the team and begin the free trial version. After the initial testing process, he decided to go ahead and purchase it.

“Our users no longer have to come back into the office to get a problem solved like if they needed an app, I could just deploy it straightaway.”

Christian Schaab

IT Specialist at Atascadero Mutual Water Company



Hexnode's kiosk lockdown solution was a perfect way to restrict the employees from using non-work-related applications. Data usage and device locations could be tracked instantly from a single console whenever required. For instance, if an employee misplaced his/her device, finding it was no big deal. Infact, one of the employees had misplaced the device but didn't know the exact place. With the help of Hexnode's remote ring feature, the device was easily found after reaching the tracked location. The activity status of the device could also be determined from the Hexnode dashboard. Moreover, the device screen could be viewed remotely in case of any issues raised by the employees and it was all solved effortlessly. It wasn't necessary to bring the devices back to the company for troubleshooting or installing necessary applications.

“I was really looking at the user interface and how simple it was while choosing Hexnode.”

Christian Schaab

IT Specialist at Atascadero Mutual Water Company

The ability to set different configurations for various devices was Christian's favourite feature. The features could be customized for each and every device separately. Hexnode with Apple Deployment Programs such as DEP (Device Enrollment Program) and VPP (Volume Purchase Program) made iOS device management more straightforward. Enrolling in DEP automated the process of MDM enrollment and device supervision over the air. VPP enabled the company to purchase and distribute apps in bulk and install them silently without any user intervention. The fact that Hexnode supports multiple device platforms gave him future proof as he plans to implement Windows devices soon.

Hexnode provided proper management of multiple devices with no complexity and the user-friendly UI was an absolute bonus to it. The reasonable price range made it easy for the company to choose Hexnode. The management of devices became more efficient now than ever before. Christian was very pleased with the vibrant support team since the guidance was perfect and responses were quick.

In a nutshell

Hexnode helped Atascadero Mutual Water Company restrict their tablets to only the essential work application. The drivers could log in/out their driving time durations using the app. It immensely helped the company to increase the productive hours of the employees. Features like location tracking, remote view, etc. came along with it for a very reasonable price range. Moreover, the product was easy to use with a simple UI and provided amazing user experience.