SAMSUNG

Dubai company drives operational efficiency with Samsung solution

Waste-management fleet uses Knox Manage to manage routes, boost customer satisfaction.

Challenge

Imdaad, a Dubai-based facilities management company, wanted to streamline operations and improve the way the company assigned driver routes. Each morning, the company issued drivers paper route maps for waste pickups. But managers wished to adjust routes in process and add new instructions without tracking down drivers by wireless phone.

Solution

Working with Samsung, Imdaad abandoned paper maps and went digital— distributing hundreds of Samsung Galaxy tablets that are controlled and managed by Samsung Knox solutions, updated daily with new, accurate route information. The tablets also are tailored so that drivers cannot use them for non-business activities.

Benefits

Drivers across all Imdaad subsidiaries now have the latest route information to run routes more accurately and minimize missed pickups. Managers are able to monitor drivers in real time and dispatch additional drivers if extra help is needed. Customers are more satisfied with the increased efficiency.

Knox

Challenge
Finding a better way to dispatch drivers

Imdaad offers waste-management services with a fleet of 2,000 trucks. The company provides integrated, sustainable facilities management services with site offices and branches across the UAE.

Managers determine driver routes and until recently, printed maps and instructions each day for Imdaad drivers. Paper maps made it difficult to calculate the quickest, most efficient routes. That meant drivers were not always able to finish their routes on time.

To improve its operational efficiency and customer service, Imdaad wanted to move to digital maps and provide drivers more flexible tools. Managers believed that using a mobile device such as a tablet would make drivers more productive, but wanted to ensure drivers used the tablets only for work. They also wanted the ability to track the tablets if they were lost or misplaced.

Imdaad was using its own fleet management application, SAHAL, in one subsidiary, and wanted a solution it could use across all operations.

Imdaad is comprised of a group of companies that provide integrated and sustainable facilities management services. Established in 2007, the company is headquartered in Dubai with site offices and branches across the UAE, including Abu Dhabi. Imdaad is known for enhancing the operational capabilities of its clients, which include free zones, residential communities, banks and malls.

Read more at http://www.imdaad.ae

Imdaad engaged Samsung with the goal of using Samsung devices and its industry-leading device-management solutions to help transition smoothly to a new technology.

Solution
Samsung solution supports transformation

Working with Samsung, Imdaad abandoned paper maps and went fully digital. It started by deploying hundreds of Samsung Galaxy devices with its custom truck-routing software to its Dubai drivers. Since, then the company has added more devices across all its subsidiaries.

All devices are managed by Samsung Knox Manage. The new solution includes features that help the company improve its operations. For one thing, the company can now automatically enroll devices in its enterprise mobile management (EMM) system using Knox Mobile Enrollment, a free Samsung tool. Once drivers open the box and turn on their devices, the Samsung tool automatically applies the correct policies to the device based on the assigned profile.

Knox Manage is an easy-to-use EMM solution that's part of the Knox portfolio. Knox Manage automatically downloads the route map app based on the device profile. Using both Knox Mobile Enrollment and Knox Manage, devices remain managed by IT staff at all times, even after a malicious factory reset.

Each tablet is refreshed daily with new route information and shows drivers the most efficient routes to take. With the devices in hand, drivers now have accurate route information at all times. Managers and supervisors also use tablets to see how drivers are progressing on their routes.

Imdaad also actively uses Knox Manage features to control and manage device use.

- Using location and time-based policies, for example, the company can designate a time and location and apply different policies. For instance, drivers can use the tablets with fewer restrictions when on company property.

- To ensure drivers are using the tablets as intended, the IT team also takes advantage of Knox Manage's multi-app kiosk feature. IT staff selects which apps drivers can use, and the tablets effectively function as kiosks, installing and running only those apps.

- The IT team also disables a device when its SIM card is removed using Knox Manage's SIM lock feature. This feature, along with location tracking, helps minimize any possible device theft.

Finally, Knox Manage's Remote Support tool helps the company support remote users immediately. The feature provides full access to the devices, as if the IT administrators were using the devices themselves. As a result, IT can easily troubleshoot any app and tablet issues.

> " Knox Manage and Knox Mobile Enrollment are powerful tools to deploy devices fast and help guide operations. The Samsung software simplifies a company's ability to manage driver devices. "

Ilkhom Akramov
Head of Solutions
Samsung UAE

SAMSUNG

Benefits
Efficient fleet and happier customers

With the help of Knox Manage capabilities, the Dubai company has transformed its fleet-management system, resulting in more efficient drivers and even happier customers. Now, devices always are secure and updated. Managers spend less time addressing driver problems and more time building the business. Finally, the company can offer enhanced services, including remote support for drivers.

> **Devices always are up-to-date and secure, and IT administrators now solve device problems remotely, keeping drivers and devices operating in the field.**

Ilkhom Akramov
Head of Solutions
Samsung UAE

More efficient route-planning. Drivers now complete their routes more efficiently because their Samsung devices always have the latest maps and pick-up locations. Moreover, the company's mapping app calculates the shortest route that covers all pickups, so drivers are able to make more pickups in the same amount of time.

100% route completion. Using RFID and NFC tagging at each pickup, drivers now achieve 100% route completion. That means supervisors spend much less time tracking drivers. They can see route progress in real time and if needed, can immediately dispatch additional drivers to problem areas.

Improved customer satisfaction. Because waste is now collected more efficiently, the company says it has achieved higher client satisfaction rates.

"Knox Manage and Knox Mobile Enrollment are powerful tools to deploy devices fast and help guide operations," says Ilkhom Akramov, head of solutions at Samsung UAE. "The software simplifies a company's ability to manage driver devices. Devices always are up-to-date and secure, and IT administrators can solve device problems remotely, keeping drivers and devices operating in the field."

The company plans to continue its collaboration with Samsung and is exploring new services that take advantage of Samsung devices and help the company move into new business areas.

Knox