



Industry:
Home Services

Platforms:


Deployment Scenario:
Mobile Device Management/Kiosk

About the Company

Quad City Lawn and Landscape is one of the best lawn care and landscape services company, which has served its customers with diligence and total satisfaction for 25 years. They take care of all major lawn and landscape maintenance tasks like routine yard care, retaining walls and patios, grass cutting, weed control, trimming of the trees. The company is known for providing reliable landscape services that include beautifying the patios, installing sprinkler systems and field mowing. The company is a family-owned-and-operated business that aims to improve customer experience with every service to create strong bonds and relationships with customers while keeping them happy.

Business Goal

As a company providing home services to its customers, it is extremely important for Quad City Lawns and Landscape to maintain the productivity and efficiency of their executives and staff who interact with the customers on a daily basis. It makes a point to exhibit constant willingness to understand customer requirements and provide services accordingly while trying to exceed customer expectations. They provide timely estimates of service provision and this is much appreciated by their customers. To put it in simple words, one of their core business goals is to work towards keeping their customers always happy. This alone goes a great way to accentuate their brand value and business returns.

Challenges

While focusing on offering great customer service and business value always worked for the company, it also needed to ensure that the business operations are not hampered due to unproductive work hours. The company provided its staff and executives with managed tablets to carry on their day-to-day tasks of service provision and customer interaction. However, one of the major challenges the company confronted was when its executives started to misuse the company-provided tablets for unwanted purposes such as YouTube, entertainment and other personal practices. This not only hampered their productivity but also caused data overages for the company owing to unlimited internet usage. To erase this malpractice of data usage, the company sought for a software that could block the employee-used tablets into a single or multi-app kiosk mode.

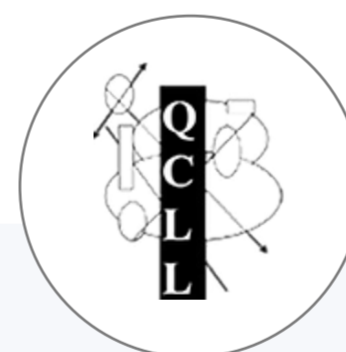
Solution

Scalefusion helped Quad City Lawns and Landscape in more than one way. Once the IT admin installed Scalefusion on each tablet, it successfully locked down the devices into a specific app. This kiosk mode restricted the company executives/device users from surfing the internet, downloading malicious apps, accessing unnecessary websites and this allowed the company to save a lot of data costs. At the same time, it also helped in enhancing employee productivity and work efficiency leading to overall operational effectiveness. Scalefusion enabled the company IT admin to remotely add, update or remove apps from the managed devices, which further assisted in managing and securing the devices in real-time.

Key Results

Working with Scalefusion has brought out the following proven results for Quad City Lawns and Landscape:

- Drove overall data cost reduction across the company
- Improved executives' productivity and work efficiency
- Enhanced operational effectiveness and better focus at work
- Enabled employees to leverage business apps in real-time
- Increased data and device security and user accountability
- Allowed better focus on customer experience and satisfaction



Testimonials:

"We use Scalefusion for two of our business units namely lawn care/landscape business and a furniture delivery company. In both cases, the solution was a perfect fit that met all our business requirements and the customer service executives were great to solve our queries and confusion. I would highly recommend this software to other similar companies."

Adam Cook - IT Admin



About Scalefusion



Scalefusion MDM allows organizations to secure & manage endpoints including smartphones, tablets, laptops, rugged devices, mPOS, and digital signages, along with apps and content. It supports the management of Android, iOS, macOS and Windows 10 devices and ensures streamlined device management operations with InterOps.

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