Scalefusion Remote Troubleshooting : Reduce Downtime of Enterprise Android & iOS Devices

Enroll and manage Android POS terminals & systems, and secure its operations using Scalefusion MDM.

Overview

Remotely mitigate device issues with Scalefusion Remote Troubleshooting. Mirror device screens, connect to the field-force with VoIP calling & manage support tickets with chosen ITSM tool to reduce device downtime.

Benefits

- Improve business benefits by empowering your field-force

- Reduce device downtime while improving IT efficiency

- Remotely cast, control*, record & capture device screen as it appears to the end-user

- Connect with the end-user over VoIP calling, encrypted text & voice messaging

- Raise support tickets with context-aware information on desired ITSM tool within the dashboard

Introduction

Scalefusion Remote Troubleshooting coalesces distinct features of its mobile device management platform to reduce device downtime and effectually accelerate business growth. IT teams managing a dynamic device fleet operating outside of traditional work perimeters have a demanding task at hand- to upkeep the device performance at all times. Scalefusion helps the enterprise IT teams to streamline device trouble-shooting and support ticket creation within the Scalefusion dashboard without navigating to multiple websites.

Scalefusion Remote Troubleshooting reduces device downtime significantly and eliminates the need to resolve the device issues physically and slash the logistic costs involved in bringing the device to a service center.

Remote troubleshooting: The advancing need for futuristic businesses

As businesses traverse towards digitization, it becomes imperative for the enterprise IT to hatch solutions that help in streamlining the device operations and performance, squeezing out the desired output from deploying digital devices for business. Businesses adopting digital transfor- mation depend heavily on device performance and efficiency. The devices deployed to a remote workforce provide the workforce with access to business resources and drive operations for accentuated business benefit. The devices deployed at remote locations as kiosks, mPOS systems or digital signage need to be up and running at all times to actualize the business benefits. Monitoring the device performance and security and troubleshooting device issues with quick fixes is essential for business growth.

In the traditional models of IT servicing, the devices that need trouble- shooting had to be physically examined, either by visiting the device location or transferring the device to a physical service center. Due to this sluggish process, the device downtime is drastically increased, also increasing the operational cost.

With mobile device management establishing foreground for a perimeter-less workforce and use of mobile technology for business, remote troubleshooting is a much-needed capability that can lessen the IT hassle, keep up device performance and economize IT efforts.

Scalefusion Remote Troubleshooting: Device Troubleshooting at your fingertips

Scalefusion mobile device management emphasizes on reducing IT efforts ushered in by mobility, while leveraging the true potential for mobile devices for businesses. With Scalefusion Remote Troubleshooting, IT teams can quickly resolve device issues by casting screens of Android and iOS devices, monitoring the device functionalities as they appear to the end-user, providing stepwise instructions for resolution and escalating the device issue with support tickets, on the Scalefusion dashboard.

Using Scalefusion Remote Troubleshooting, IT teams can support their modern workforce and maintain the device performance without compromising on the flexibility offered to the employees. A powerful combination of features that helps in driving effective communication between diverse business divisions, Scalefusion Remote Troubleshooting revolutionizes the mobile device management strategy for enterprise IT.

While the conventional MDM solution can derive data-centric reports of the device performance, the IT has to manually coordinate between multiple apps and systems to- communicate over calls and messages, obtained a detailed report of the device issue, resolve it by providing solutions over messages or calls or escalate it to the support team by raising tickets on an ITSM tool.

Scalefusion Remote Troubleshooting centralizes these activities within its elemental dashboard and reduces device downtime by quick fixes, with minimum manual effort.

Let's see how:

Remote Cast & Control*

Whenever a device issue is reported by the end-user or detected by the IT admin using device analytics or automated compliance checks, the IT admin can cast the device screen real-time as it appears to the end-user. IT administrators can also record the casting session or take screenshots of device issues for implementing accurate fixes and solutions. The IT admin can control and navigate the screen of select Android devices to initiate fixes. Remote Control feature is available for Samsung, Sony, LG, Rooted devices and devices from partner OEMs and is peculiarly handy for troubleshooting issues on unattended devices.

Eva Communication Suite

Employees can communicate the device issues to the IT admin over Eva messenger using text or voice messages. The IT teams can communicate with the device over the air with VoIP calling, encrypted messaging and can also set up conference calls to derive collaborative solutions. Furthermore, the IT team can provide step-by-step instructions to the end-user for troubleshooting Android device issues while the Remote Cast session is on, enabling the end-user to understand the instruction set effectively and resolve the issues on their own.

IT Service Management with Ticketing Integration

Enterprise IT has to raise support tickets for device issues that are not resolved at their end. For this, businesses opt for third-party ticketing apps such as Freshservice, to streamline support tickets and maintain up-to-date reports of the status of the device issue. With Scalefusion, IT admins need not navigate to different applications for raising appropriate support tickets. IT admins can integrate a ticketing tool of their choice with the Scalefusion and can raise tickets with context-aware device information on the Scalefusion dashboard. The tickets include pre-populated context-aware device information such as OS version, device memory, battery status and connectivity details along with the recording or screenshot of the device issue which can help drive quick fixes from the support team. This helps IT teams to curtail ticketing efforts while speeding up the ITSM.

Scalefusion

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Register for a free 14-day evaluation
at scalefusion.com

Get a Demo

Request a demonstration and see how
Scalefusion can help you in managing your
devices and securing your corporate data.
Book a Demo

Summary

By integrating three critical features, Scalefusion MDM drives remote
troubleshooting of Android and iOS devices aiding in reducing the device
downtime and operational costs of physically fixing the device issues.
Streamlining ITSM with its powerful set of capabilities, Scalefusion
promotes IT productivity and business gains with
Remote Troubleshooting.

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 Remote Troubleshooting.

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