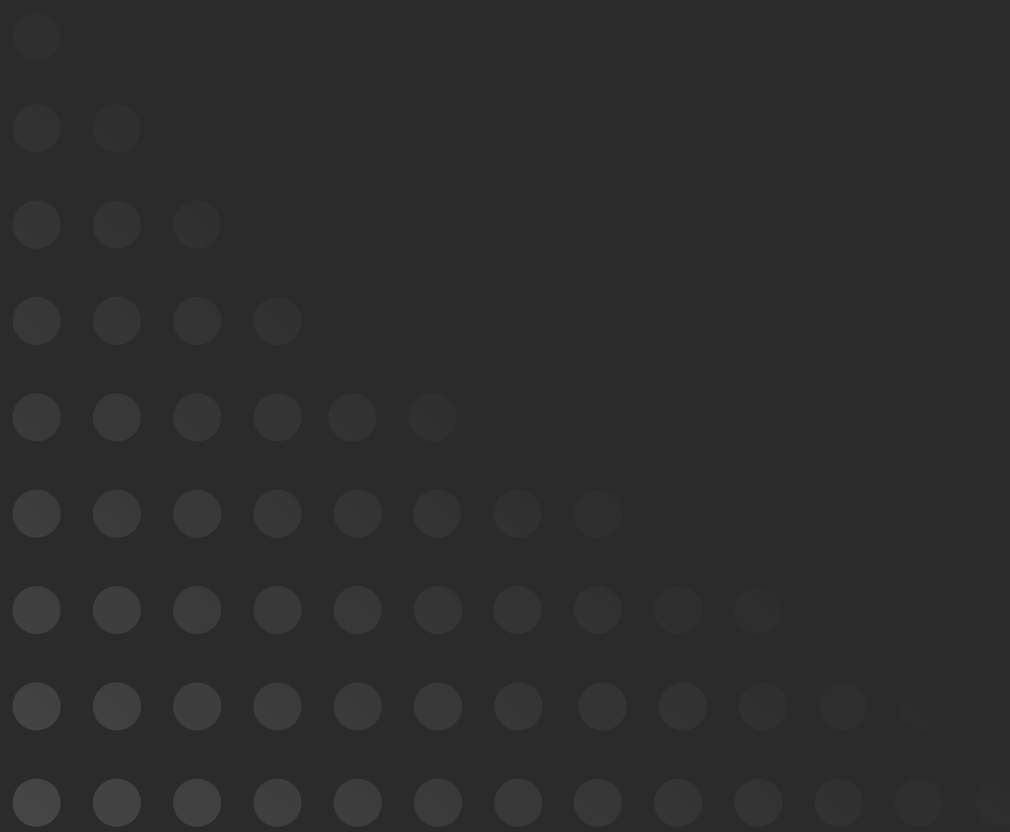**Scalefusion**

Frontline Worker Enablement Accomplished with Scalefusion

A Guide to Drive Digital Transformation For a Modern Workforce

Empower Your Frontline Workers with Mobile Devices to Accelerate Productivity

Overview

Empower your frontline workers irrespective of work perimeters with secure access to business resources. Improve workforce productivity & economize data costs with Scalefusion Mobile Device Management solution.

Benefits

- 24*7 access to business resources
- Restricted access to apps and websites
- Remote troubleshooting & device issues fixes
- Device sharing support with dynamic policy application
- Boost in IT and frontline team productivity

Introduction

Digital transformation of workplaces and workforces positively contributes to the business. When a company embarks on the journey of digitization and virtualization, they often ignore the fragmentation of stakeholders within their organization. Diverse business models require a miscellaneous workforce to drive the undertaking of the business. It is crucial to understand the diverse use-cases and needs of different sets of employees using company-owned laptops, desktops, phones or tablets.

Empowering task workers with digital devices apt to the business needs is crucial to generate productivity. Your frontline workers are the first point of contact for your customers and clients and have a huge impact on how your business performs. It is extremely important to provide the task workers with devices to remotely access business-specific information. It is also critical to secure the devices shared between multiple workers and establish a dependable system to troubleshoot device issues to reduce device downtime.

With Scalefusion MDM, you can empower your task workers by extending digital devices pertinent to your business needs without compromising on data security & efficiency.

Who are Task/Frontline Workers?

The workforce of a company is divided into two broad classifications depending on the operations they perform. Knowledge workers are typically the decision-makers, the higher-management, executives and the CEOs and CTOs of the company. Knowledge workers can also be developers and designers. The devices deployed to the knowledge force workers are designed to handle high-performance operations.

The task workers, also known as frontline workers, on the other hand, are the frontline or administrative workers who need to execute repetitive tasks with a limited set of applications on the devices. A typical representation of a task work is a warehouse worker or a factory employee. They are non-desk workers operating from remote locations. Frontline workers drive sales, customer relationships, service processes and essentially represent your brand and product.

The devices used by frontline workers are often shared between multiple resources working at different shifts. They can range from kiosk-based devices as well as rugged devices that can be operated in extreme weather conditions.

Challenges faced by co-workers

While accomplishing their jobs, frontline workers face numerous challenges that hamper their productivity, also impacting the business. Let's shed some light on the common challenges faced by frontline workers:

Access to information

According to a study by staffbase, 85% of non-desk employees suggested that communication received on the job was not enough. To constantly upkeep the employees' performance, it is essential to provide them with up-to-date business-specific information and resources. Having round-the-clock access to this crucial information is one of the key drivers of productivity amongst frontline workers.

Loss of Engagement & Disconnection

According to a survey by Gallup, only 34% of frontline employees in the United States feel engaged in their jobs. One of the prime reasons for this loss of engagement is due to lack of constant and easy communication between the frontline workers and the knowledge workers or the management. The devices provided to frontline workers are incapable of establishing a secure connection over messaging/calls.

Access to the latest technology

Devices used by the frontline workforce need to constantly up and running for efficiency and net productivity. The device apps need to be up to date at all times. For a field workforce, updating the devices by visiting the technology center physically, adds to travel time and costs. In the devices used by frontline workers who cannot do so, the technology is often outdated.

Rapid device issue resolution

Frontline workers are incapable of resolving device issues and errors on the field. If the device runs into an error, they have to physically report the device to a technology center, which adds to the device downtime and travel costs.

Handling shared devices

Task workers or frontline workers often share devices. The devices are shared between multiple frontline workers working at different shifts or between teams of frontline workers. This creates a challenge of using the same device for two different workers catering to different usabilities.

Scalefusion MDM for Frontline Worker Enablement:

Scalefusion empowers frontline workers and helps them in mitigating challenges mentioned above with its robust MDM solution that incorporates the management of diverse devices. From rugged devices to tablets, iPhones to stationary Windows computers, Scalefusion MDM aids in frontline worker enablement through its intuitive mobile device management platform.

24*7 access to business-resources and apps

With Scalefusion, task workers can access up-to-date business resources on their devices. With Scalefusion Content Management, IT admins can push relevant, business-centric content & applications over the air on managed devices. They can also revoke the published content whenever it is obsolete and avoid information overlap.

Device sharing support with dynamic policy application

For devices shared between workers operating at different shifts, Scalefusion Workflows enables dynamic policy application that can be scheduled by the IT admin. The same device can be configured for different activities at different times and frontline workers can carry out diverse operations using a single console.

Free and uninterrupted communication

To engage the frontline workers and task workers working from remote locations, Scalefusion enables two-way communication between devices across the organization with Eva Communication Suite. Task workers can make VoIP and conference calls across teams and also send encrypted messages. For sharing company updates and alerts, IT admins can broadcast messages to the entire device inventory.

Remote troubleshooting & device issues fixes

Scalefusion InterOps facilitates IT Service Management through Remote cast. Using Scalefusion Remote Cast, device issues can be troubleshot and fixed without physically carrying the device to the service station. With Remote Cast, IT admins can cast device screens and see what the end-user sees on their device screens and provide step-by-step guidance to fix the issues over VoIP call. Further, these device issues can be quickly escalated by the IT admin with the integrated ITSM ticketing tool.

Business Benefits of Frontline Worker Enablement with Scalefusion MDM

1. Streamline Device Enrollment

Scalefusion facilitates over the air device enrollment using Android Zero Touch and Apple DEP which mitigates the need to manually enroll the device. Frontline workers can receive a device provisioned with business-specific apps and policies and start using it straight out of the box.

2. Advanced Security

With comprehensive policy application and security configuration, you can secure your devices as well as business-data on the devices with Scalefusion MDM. You can allow only whitelisted apps and websites on the device to avoid misuse. IT admins can take quick actions in case of compliance violations, misuse, unauthorized access, device theft, and device loss.

3. Boost in Front-line Productivity

Engaged frontline workers powered with devices that mitigate their on-field challenges can be more productive. The productivity of these frontline workers can be highly beneficial for businesses.

4. Boost in IT Productivity

Over-the-Air enrollment helps saving hours of IT effort. Remote troubleshooting and ticketing streamlines issue resolution. Further, job scheduling using Workflows can mitigate IT efforts spent on doing repetitive tasks, adding to the IT productivity.

5. Reduced Costs

Scalefusion supports various use-cases and can be used to deploy devices in kiosk mode running in single or multiple apps as well as agent mode for performing a restricted set of operations. Restricted access to websites and apps helps in reducing unnecessary data costs. With dynamic policy application, device sharing is simplified and you can save costs spent on multiple devices.

Summary

Using Scalefusion MDM, you can accommodate your entire perimeter-less workforce in your organization's digital transformation. Power your frontline workers and optimize their productivity with fully-managed, secure digital devices bundled with context-driven apps & data.

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.

Enterprise Sales & Partnerships
sales@scalefusion.com
partners@scalefusion.com

Call Us
(US) +1-650-273-5999
(INDIA) +91-8499-835020