

SOTI[®]

ENTERPRISE MOBILITY MANAGEMENT



St Ives Home Care

CASE STUDY

Geolocation Improves Home Care Across Australia

For more than 20 years, St Ives Home Care has supported older Australians to improve independence, social participation and overall quality of life. The company has grown to become one of Australia's most trusted suppliers of transitional care as well as personalized, in-home care and support. St Ives Home Care employs over 400 full and part-time support workers, travelling over 2 million kilometers a year to service thousands of customers in their homes.

St Ives Home Care offers home care packages and private care options – everything from basic support needs (household help, meal preparation, transportation, and personal assistance) to higher clinical care needs (assistive technology/equipment, transition care, therapy services, and nursing services). They enable their customers to live long, happy lives at home providing the perfect balance of independence and care.

The Business Challenge

St Ives Home Care is a mobile operation. Every day, over 400 support workers travel throughout Australia to deliver home care services to customers. Each worker is equipped with a Samsung Galaxy smartphone running a custom application, Home Care Connect. The company relies on this application to coordinate the delivery of services as well as manage their employee workloads and schedule. The mobile support worker depends on Home Care Connect for all aspects of their job; client information, services required, schedule and time allocation.

Companies deploying mobile devices and applications across a huge geographic area require a mobility management solution. Originally, St Ives Home Care had been working with a Managed Service Provider (MSP) using MobileIron to provision devices with Home Care Connect and lock them down into kiosk mode. Unfortunately, basic device and application management was not enough. St Ives Home Care needed an on-premise mobility management solution that delivered; accurate geolocation services, remote support features, rapid deployment and automated scripting, all from one easy-to-use interface – they needed SOTI MobiControl.

Vertical: Healthcare

Region: APAC

Devices: Samsung Galaxy J1 and J3

Platforms: Google Android OS

Mobility Management Challenge

- Collect accurate, real-time location data for operational planning and compliance reporting
- Remote support for over 400 support workers travelling millions of kilometers per year across most of Australia

Mobility Management Benefits

- Real-time geo location services deliver accurate worker location
- Delegate device provisioning and remote support to the field.

"We have seen remarkable efficiencies and improvements. As well as cost reductions and time savings for the IT team, we are also enjoying powerful data collection and reporting capabilities. This has translated to real improvements to the day to day management of the phones for the business..."

Erle Metcalf

**Infrastructure Coordinator ICT
Information Technology**



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The Solution

St Ives Home Care selected SOTI MobiControl as their new mobility management solution. SOTI reported vital, real-time geolocation data as the support worker traveled to customer locations. This location data was useful for many different areas of the company. When combined with Home Care Connect status reporting, it created an accurate report of employee utilization, efficiency and availability for rapid dispatch. In addition, the company uses the location data for operational planning, compliance reporting (Hours of Service, and SLA adherence), and telecom expense management.

SOTI's rapid deployment features were critical to the success of the recent rollout of Samsung Galaxy J1 & J3 smartphones. New smartphones were shipped directly to the user with simple enrollment instructions; unbox, factory reset, load agent and scan a QR code – provisioning, enrollment and configuration was fast, easy and automatic. LDAP integration with the company's Active Directory gave an accurate view into employee records for asset tracking and device de-commissioning. In addition, SOTI MobiControl includes advanced support for Samsung KNOX that enabled device lockdown and other security features.

When mobile workers have device problems in the field, they need remote support to help fix it. It is neither time efficient nor cost effective to ship devices back to company HQ for troubleshooting or replacement. St Ives Home Care remote staff operate on a tight schedule with SLAs, and cannot afford the downtime from an extended device issue. SOTI MobiControl is the acknowledged industry leader for the remote support of Android OS devices, allowing; full remote control, file sync and 2-way chat.

The Results

SOTI MobiControl has only been on premise for a few months, but already St Ives Home Care is seeing massive improvements in basic device management and cost savings. The key benefit SOTI MobiControl imparted to the company was the ability to pinpoint the exact location of their remote support workers. This intelligence made it easier to locate workers between calls so they could update customers with accurate arrival times. In addition to customer service improvements, real-time geolocation allowed direct dispatch to urgent customer locations. St Ives Home Care plans to expand their use of real-time location services to reduce travel time and optimize HOS compliance.

In addition, SOTI delivered two substantial operational benefits. First, SOTI's rapid deployment features meant that new Samsung devices shipped directly to support workers in the field for provisioning and enrollment. This simple change freed up IT staff for more strategic tasks and expedited the delivery of devices to the mobile users.

Moving from a MSP to on premise also simplified remote support. Remote device problems were no longer triaged in IT, and then escalated to the MSP for troubleshooting and resolution. Instead, St Ives Home Care used SOTI's remote support features to fix the problem directly in the field. SOTI remote support was so easy and powerful that the company delegated the job to super-users, further unburdening headquarters IT. St Ives Home Care is excited about the future – They know that SOTI MobiControl can support their mobility strategy today and well into future.



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SOTI is a proven innovator and industry leader for mobility and IoT management. Globally, over 17,000 companies depend on SOTI to transform their business by taking mobility to endless possibilities.

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