

An aerial photograph of a coastal town and beach at dusk. The town is built on a peninsula, with a long pier extending into the sea. The beach is wide and sandy, with waves breaking on the shore. The sky is a deep blue, and the town lights are visible.

# BCH saves time and money with Spirit's mobile device management solution

In the uncertain economic climate that seems to characterise today's business world, efficiency and cost savings are vital considerations for organisations of all types and sizes. This is why many are using handheld mobile computing devices for a range of operations. However, their efficiency can also often be improved. That's why Blackpool Coastal Housing asked Spirit Data Capture Limited to source a way of managing its devices to improve their cost effectiveness.

Blackpool Coastal Housing Limited (BCH) was created in 2007 by Blackpool Council to act as the landlord for its stock of 5,500 houses and flats. Its functions include a wide range of services - from arrears management and consultations with tenants through to estate management, stock investment and planned maintenance. BCH has a total of 185 employees, ranging from joiners and housing officers through to accountants and IT specialists.

The organisation uses about 150 handheld devices for various activities but wanted to ensure that these were being used and managed as effectively as possible. Tony Hoover, BCH's ICT Manager, explains: "We were looking for a multi-platform mobile device management tool that would allow us to access our devices remotely. This would enable us to help our remote workers without having to bring them into the town centre and away from their work.

"Other features that we needed included the ability to lock down the devices so that they could only be used for business purposes. We also wanted to be able to package software and push it out to our devices."

## Finding the right solution

BCH initially tried one or two solutions but these didn't meet all of its criteria. It then met Spirit Data Capture, an independent mobile enterprise consultancy, at a Hitech exhibition, and asked if they could help. Spirit recommended SOTI's MobiControl - the leading mobile device management (MDM) software application.

MobiControl focuses on the management, support and security of remote mobile devices and aims to minimise downtime and to provide significant cost and time savings from a mobile deployment. It offers end-to-end management of many different types of devices and also provides monitoring and tracking capabilities.

Spirit provided the organisation with a demonstration of SOTI's application. BCH liked MobiControl and opted for a hosted solution, along with Spirit's MDM Priority service, which fully supports the SOTI application - a BCH Account Manager can go directly to Spirit if a problem or query arises and gain a quick response. Tony Hoover comments: "We chose MobiControl because it's easy to use and we particularly liked the remote control and the easily configurable lock-down screens."



## Saving time and money

MobiControl is being employed by BCH to manage all of the organisation's mobile devices used by its repair operatives and housing officers, along with the iPads used by Board members. Tony continues: "We have a standard build on all of our devices. MobiControl has given us the ability to lock down the devices so that they only allow access to those apps that the users need, and to restrict Internet usage.

"We've been able to use the document library to add user guides and policies that can be accessed by all of our mobile users. The ability to locate the device has also been used occasionally - in particular, when a device was stolen. In addition, the ability to write rules has been very useful: for example, we have a rule that locks down the phone if a SIM is changed in the device."

Tony adds: "Spirit have been very responsive and helpful when we've needed help or advice - for instance, with the configuration of MobiControl. MobiControl itself has performed brilliantly, and has enabled us to save time and money when assisting users or installing apps on the devices. We're very likely to use Spirit again - if only to buy more MobiControl licences!"



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