# Spirit parcels up a device management solution for Tuffnells

For any delivery company, the ability to use mobile computing devices at all stages of the process is an essential aspect of providing a high level of customer service. Underlying this is the need for an effective device management system – which is why Tuffnells Parcel Express decided to upgrade its existing product. The company opted for Soti's MobiControl, a versatile solution sourced by Spirit Data Capture Limited.

Tuffnells Parcel Express is an independently-owned British company that was founded nearly a century ago. It specialises in 'next day' business-to-business delivery throughout the UK. The company has over 30 depots in the UK and over 700 delivery vehicles. An integral part of its service is the ability to offer electronic proof of delivery. A confirmation is available within seconds of the delivery taking place on the vast majority of consignments.

Tufnells needed a new mobile support and deployment solution to replace its existing, out of date appliance. Technical Support manager, David Dunhill, explains: "We decided to change our solution because we weren't convinced that it was really the right product for us and also because it was no longer supported by the manufacturer."

The company started looking for an effective solution. David continues: "We needed something that would be easy to configure and use, well supported and reliable. We consulted Spirit Data Capture, as we have used their expertise for a number of years and have developed a close working relationship with them."

Spirit recommended MobiControl, a powerful device management, helpdesk and security system developed by Soti. MobiControl uses award-winning technology and can be employed to manage both mobile and desktop devices. It offers benefits such as enhanced productivity, minimised downtime, and lower labour costs. It is a very user-friendly system.

David Dunhill comments: "We liked MobiControl because it was easy to configure and use and it did the job we required. Our devices are used in the warehouse and run an application that our warehouse porters use. The porters scan the freight onto vehicles which enables us to offer a track and trace service to our customers."

He adds: "Spirit have also provided us with the hardware, software and licensing for a large section of our mobile infrastructure. We had a few teething problems but Spirit was always there to help and support us. Our mobile devices now run a lot faster and the benefits have also been seen in our support department, as the devices are very easy to support and build.

"Moving forward, the support levels we can offer on the devices will continue to increase and will subsequently increase their reliability. We are happy with the service that Spirit has provided and would definitely use them again in the future."