Spirit provides a complete end-to-end mobile handset solution for Worldline in the UK

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DATA CAPTURE LTD

Many companies are looking for a cost-effective and easy way of sourcing and managing mobile data capture equipment. As a result, Spirit Data Capture Limited has developed a unique provisioning package, called Mobile Go Live! This has already been stued to provide a fully configured and supported mobile solution to Worldline, a leading payment solution provider.

Worldline [Euronext: WLN] is the European leader in the payments and transactional services industry. Worldline delivers new-generation services, enabling its customers to offer smooth and innovative solutions to the end consumer. Key actor for B2B2C industries, with nearly 45 years of experience, Worldline supports and contributes to the success of all businesses and administrative services in a perpetually evolving market.

Worldline offers a unique and flexible business model built around a global and growing portfolio, thus enabling end-to-end support. Its activities are organised around three axes: Merchant Services, Mobility & e-Transactional Services, and Financial Services including equensWorldline. Worldline employs more than 8,700 people worldwide, with estimated pro forma revenue of more than €1.5 billion on a yearly basis. Worldline is an Atos company.

Defining the issue

Worldline launched a new Mobile Ticketing System (MTS). One of the key requirements was to find a partner who could source and manage mobile devices that can be used for running its specialist applications. Therefore Worldline approached an independent consultancy, Spirit Data Capture Limited, for help. Spirit specialises in mobile computing and data capture.

Spirit has developed a comprehensive package to assist in finding and managing handheld devices. Spirit Data Capture's Mobile Go Live! solution is already beginning to prove popular and met the requirements for Worldline and its customers.

Worldline was searching for a smart way of choosing suitable handheld devices on which to install the software, including smartphones and mobile printers, and required an end-to-end managed service

Developing the solution

Some of the criteria that Worldline was looking for in the new mobile devices included reliability, ruggedness and a high processing capability. After discussions with Spirit, Worldline chose the new Mobile Go Live! solution, which includes the provisioning and configuration of each device; managing the devices; and providing repair and maintenance services. Spirit holds a buffer stock and provides managed support for any repairs.

Worldline was able to choose from a selection of consumer or rugged mobile devices and subsequently opted for Samsung S6 smartphones and Samsung Tab Active tablets. It also chose specialist TSC mobile thermal ticketing printers. Spirit provides a flexible solution for Worldline's customers which had differing requirements.

Peter Staines, Retail Service Manager, comments: "We liked the durability and appearance of the smartphones and tablets and they met our high-end requirement for data processing. The TSC printers have good carry options and they also designed a four-way battery charger."

Spirit then set up the equipment and the software to provide Worldline with a fully configured solution. It started with a complete 'Gold Build' design that tailored each device for the specific needs of the end users. This included activities such as provisioning them, testing the devices when they arrived; locking them down; setting the WiFi connectivity; and determining the security element loaded on the device and how the SIM card communicates (e.g. limiting its use to data only).

Spirit also installed SOTI's MobiControl, the UK's premier enterprise mobility management solution. This gives users unprecedented control of their mobile devices; enables them to optimise the use of the smartphones and tablets; and also allows them to track the units if they are lost or stolen. Spirit manages the devices seamlessly on behalf of Worldline and its customers.

The solution includes a helpdesk solution with a hardware priority service that provides technical support and device repair management. Other features are training and comprehensive cover, including service provisioning.

This is a three-year contract. Spirit provided all of the hardware and associated services (such as asset tracking), the repair loop, fully comprehensive cover for the devices, and service provisioning. If a device fails, Spirit ensures that it is collected and repaired. Meanwhile, it sends another pre-configured device to the end user to minimise any disruption to their business.

Reaping the rewards

The beauty of Spirit's package is that Worldline always has up-to-date mobile devices that are fully configured. Spirit takes away any stress by managing the devices seamlessly, offering new equipment if and when required. In the early stages of implementation, it also provided Worldline with weekly reports.

"The mobile devices have been performing well so far," says Peter Staines. "We use Love Mei cases to protect the devices from damage. We've had very positive feedback from our customers. They find the hardware easy to use, light to carry and the battery life has met customer expectations.

"The new devices are effectively being used for 'on-train ticket sales or queue busting' and ensure that our customers continue to have a reliable system for selling tickets."

He adds: "Spirit has been very flexible in helping us get to a solution on service. During the initial go-live period, Spirit and Worldline collaborated to work out options to minimise returned devices. Spirit provided Worldline with a complete end-to-end mobile handset solution.

Spirit's Mobile Go Live! solution is designed to be both cost-effective and efficient, as it saves time and reduces the need for the customer to use their own IT resources for managing the solution. There's no obligation for the customer to buy the hardware at the end of the rental period.