

Spotlight

MANUFACTURING

Streamlining Operations in the Manufacturing Sector

Manufacturers contributed \$2.17 trillion to the U.S. economy in 2015.

If taken alone, this highly competitive sector would be the ninth-largest economy in the world. And mobility is being used throughout it - helping to drive leaner processes, dramatically increase productivity and lower labor costs across the production line all the way to the retail channels. Researchers say mobile apps are saving manufacturers a daily average of 42 minutes per employee, and will change how they stay in touch with their end customer for service and product resale opportunities.

The Internet of Things is becoming a big issue as everything in the manufacturing process can now talk to all the systems across the entire supply chain. However, while this sector has invested heavily over the years in the operations infrastructure, the IT infrastructure to support the complexity and security needs of a mobile environment have lagged behind. Vox Mobile's architects help our manufacturing clients assess and support their mobile infrastructure needs including the evaluation of Enterprise Mobility Management EMM software, security and device specifications. With our extensive exposure to the latest advancements in mobility, our clients are confident they are making smart investments that will support their future needs.

Vox Mobile is helping manufacturers in a wide range of verticals to capitalize on mobility's ability to efficiently connect people, data and processes. Leveraging the best aspects of the Internet of Things, these businesses are now more fluidly managing their processes to stay competitive and better serve a rapidly changing consumer dynamic.

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Global industrial materials and tooling supplier.

State-of-the-Art Mobility Infrastructure and User Support.

Challenge:

A global supplier of industrial materials and tooling had high expectations for achieving breakthrough innovation with mobility. However, the company didn't want to have to take on the significant burden of managing the complexity of a mobile infrastructure and maintain the expertise required in such a rapidly advancing technology.

Vox Mobile Solution:

This manufacturing leader turned to Vox Mobile and our complete mobility management services to manage everything from device procurement and provisioning, to server administration and monitoring, to end-user support and policy compliance. Now, employees in every part of the business are able to take full advantage of advancements in mobile devices, apps and services without waiting for the company's internal IT resources to catch-up or find the time or budget to respond.

Insights:

Organizations in manufacturing and industrial supply often find it challenging to plan and budget for new technology – even though they aspire for a steady stream of improvements to efficiency, user engagement and customer experience. With the insights Vox Mobile managed services provide, the company has been able to realize incremental investments that can reap quick rewards while reducing the risk and burden of their internal team having to keep up with new technologies.

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Multinational lawn, garden and outdoor living products and services company.

Empowering a mobile sales force to maximize retail sales.

Challenge:

This market leader had a business critical need to arm its sales with mobile applications that would provide retail space availability to optimize product placement in various retail stores. The company had commissioned a third party to develop the specialized application for their retail stores, but after a year they were unable to achieve the application or end-user experience they wanted.

Vox Mobile Solution:

Vox Mobile was engaged to provide full functionality support for the retail store application and the end-users. The Vox Mobile team captured and thoroughly documented end-user feedback, meeting weekly with the company's internal development team to aggregate and assess the information gathered from the users and identify critical success factors that needed to be addressed to improve functionality and ease of use.

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Networking and telecommunications multinational equipment and services company.

Global deployment and EMM support for over 60,000 devices.

Challenge:

This networking manufacturer was in the need of assistance in implementing, deploying and ongoing support for its new EMM platform to more than 60,000 global users.

Vox Mobile Solution:

The company selected Vox Mobile to help implement its EMM platform and the ongoing server administration services. The Vox Mobile team also worked with the networking and telecommunication company on a proof of concept initiative which quickly progressed into a full project plan. The plan encompassed a clear roadmap for migration, deployment and support of its global users to a single platform which resulted in increased efficiencies, lower costs and higher user satisfaction.

Insights:

Vox Mobile provides end user support to the company's global workforce and has achieved a 93% first call resolution level. Outsourcing support to Vox Mobile has enabled the manufacturers internal IT staff to focus on more strategic initiatives while safely ensuring the mobile needs of its employees are well taken care of.

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Leading North American distributor of metalworking and MRO products and services.

Fueling productivity of a tech-adverse workforce through mobile app deployment and support.

Challenge:

Keeping mobile field workers connected and focused on their jobs is key to maximizing productivity. With an expanding set of mobile applications designed to improve workforce productivity and customer relationships, the industrial distributor and largest MRO U.S. supplier needed expertise and capacity to support its changing needs.

Vox Mobile Solution:

By embracing Vox Mobile's complete mobility management services, the distribution company has been able to successfully deploy new mobile applications and support a tech-adverse workforce. This digital transformation is helping improve the company's financial performance and deepen its customer relationships. Vox Mobile Deploy services expedite hardware replacements and the 24/7 expert end-user and systems support has ensured a superior user experience. Vox Mobile has also helped optimize carrier contracts and leveraged its Encompass platform to automate workflows and integrate information across the distributor's security, identity, compliance and financial systems.