

# Spotlight

## TECHNOLOGY

Meeting unique security, control and service challenges for mobility

Vox Mobile's real-time user support capabilities helps get mobile users back in the field in a timely manner.

A critical part of Vox Mobile's management services includes billing expense management of carrier enabled devices and supporting thousands of IoT devices which are used in the field to maintain their commercial and residential meters.

# Spotlight

## TECHNOLOGY

### Mobile technology provider focused on improving the correctional system.

*Meeting unique security, control and service challenges for mobility in prisons.*

#### Challenge:

The United States has the highest rate of incarceration in the world with prison populations growing by 400% over the past few decades. The imprisoned need access to information and services to help ready them for successful re-entry into society. This unique technology company provides access to these materials through highly secured mobile technology and devices. Serving this specialized audience required a special level of security, monitoring and control the company knew would be more efficient to outsource to experts.

#### Vox Mobile Solution:

Vox Mobile's Admin service provides continuous server monitoring for compliance and security breaches. The software provider also leverages Vox Deploy services to ensure the Android tablets that are deployed to inmates are quality tested for its custom-made, destruction-proof cases and special imaging and configuration to meet a prison's security protocol specifications and an individual's privileges. Vox Assist provide fist line support for correction officers needing tablet support relieving the administrative burden for an already over-burdened prison system.

#### Insights:

By utilizing Vox Mobile for management of the lifecycle of devices, applications and systems, the technology provider is able to focus its energies on continuously improving its software and information service. Working with Vox Mobile, the company can be assured it is delivering a high-reliability, high-availability user experience for inmates and the prison administrators.