



Scalefusion Helps Family Market Save Time and Achieve Flexibility



About the Company

Family Market is an online retailer in Hradec Králové, Czech Republic. The company practices Direct Sale of quality and sells exclusive frozen food products, providing complete door-to-door service to its customers. It also offers expert advice from sales representatives as well. Since it has more than 200 products on offer, the sales rep identifies the customer’s needs and, on that basis, recommends them the most appropriate products and their combinations. Quality, exclusivity, and service are the basic pillars of the Family Market.

Business Goals

The company follows this model: as soon as the new customers register on the website of Family Market, a sales representative is assigned, who visits them with the sales catalog. For the regular customer, sales representatives come with the product ordered and offer advice depending on their requirements. Family Market believes in giving quality service to their customers. To meet this objective, they were determined to find a solution. Therefore, to provide flexibility to the sales representative and improve operations, Family Market provided them with mobile devices. They believed that having a device handy will make the work of all sales representatives easier and also lead to business growth.

Challenges

While handing out devices to the sales team was a great move to improve business operations, it raised certain concerns for the company. Soon enough, they started facing challenges with remotely monitoring devices and keeping a close tab on the user activities. When it comes to sales, representatives were constantly on the move from one place to another, which made it very difficult for Family Market to keep track of each sales rep’s whereabouts.

Industry

Retail

Solutions & Features

- Kiosk Lockdown
- Application Management
- Content Management
- Location Tracking

Key Benefits

- Improved business operations and sales processes
- Reduced data costs
- Distraction-free working environment for sales reps
- Remote device monitoring for performance and security
- Centralized device management

Why Scalefusion

- Industry-leading UEM provider with simplified and intuitive mobile device management experience
- Easy to configure, deploy, and upgrade devices and apps across the entire lifecycle
- Leading choice for a scalable solution with multi-OS support

Solution

To overcome their challenges, Family Market started searching for an MDM solution that can lock down their mobile devices and restrict their use only for work. They chose Scalefusion as it offered them value for money and remote centralized management for each device. The IT admin can quickly enroll all the devices in bulk and then lock them in kiosk mode to prevent any form of device misuse for entertainment purposes. The company could track each device in real-time using the location tracking feature. With Application Management, IT admins can easily publish or update necessary business applications on each device remotely. By deploying Scalefusion, Family Market made the sales process faster and saved time. They could also save on data cost and increase work efficiency. With add-ons like Scalefusion Content Management, IT admins could easily upload, publish and update the content across all the mobile devices provided to sales reps.

Key Results

Here's how Family Market benefitted by deploying Scalefusion:

- Quick and easy enrolment of devices in bulk
- Lockdown of company-owned devices in kiosk mode
- Real-time tracking of each device on the field

Testimonial

“Scalefusion saves my time, a very good overview of all the devices. Once a live map from Scalefusion and functionality called “BUZZ Device” helped us to find a lost tablet of one of our employees. Also, I like fast set up for new devices if someone breaks the device or something. We did not have major problems in 2 years with Scalefusion. Support is very helpful and quickly responds to our queries.”

About Scalefusion

Ambitious companies around the world trust Scalefusion to secure and manage endpoints including smartphones, tablets, laptops, rugged devices, POS and digital signages. Our mission is to make Device Management simple and effortless along with providing world class customer support.

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