How Hollard reduced data usage cost with the help of Scalefusion?

Hollard.

About the Company

The Hollard Insurance Group is South Africa's largest privately-owned insurance group, headquartered in Parktown, Johannesburg and includes - The Hollard Insurance Company and Hollard Life Assurance Company. It provides short-term life insurance as well as investment products to a diverse customer base, including individual consumers, commercial entities, and corporate clients. Just recently it has cemented its place as South Africa's second-largest short-term insurer, with the completion of its R1.8 billion acquisition of the Regent Insurance Group from Imperial Holdings. They believe in exceptional, sustainable and inclusive growth, and act as a catalyst for positive and enduring change, to be the favourite insurer in each country they operate.

The work culture at Hollard, which they have termed as The Hollard Way asks them to balance the need to deliver and get things done, keeping in mind, a need to dream, to pioneer and experiment.

Business Goals

The key to outreaching its business objectives and maintaining sustainable growth in the industry has been based upon the trust and partnership policy that has permeated all of Hollard's day-to-day operational and recurring activities. Their prime motive of the business has been to be active on the cost front. To maintain the on-field employees and the client's data accessible to the organization, the deployment of an organization-owned device was necessary. With the ease of installation of an MDM solution, the organization

Industry

Finance and Insurance

Solutions & Features

- Kiosk Lockdown
- Android Device Management
- Application Management
- Website Whitelisting
- DeepDive analytics
- GPS Location tracking
- Security

Key Benefits

- Remote device management and monitoring
- Reduced device misuse
- Reduced data costs
- Enhanced security

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

gained access control remotely and was able to monitor and administer the point of activities on all the devices. The Kiosk lockdown drastically reduced the data costs and restricted the access of unauthorized applications diverting the scoop of productivity. The employees are now able to seamlessly exchange media files and communication to and for the organization eliminating the paperwork pattern used before. The philosophy of the organization is focused on recognizing like-minded partners, understanding respective strengths, and driving long-term value through optimized structures to ensure mutual success.

Challenges

The challenges started to appear when Hollard realized that the purpose of providing the organization-based Android tablets to the field agents is creating the mirror effect of the purpose they expected. The organization wanted to ease their operational efficiency and go paperless as they had various field agents at diversified locations who were engaged in performing their respective tasks, generating leads, content management, and communication with the physical office for updates and relevant communications. They wanted to introduce a mobility management solution since the field agents were spending more time browsing personal kinds of stuff and were misusing the actual business operational tasks. The unnecessary web browsing roofed the data cost of the organization to a huge extent. The action of downloading unwanted files on the tablets invited malicious threats that could hamper the clients as well as the organization's data recorded by the field agents. The field agents were also downloading unauthorized applications which were impossible to be monitored by the IT admins. Adding to that, another challenge that the organization wanted a solution was that the employees accidentally used to change the settings of the device which affected the non-functioning of the business-critical applications and there was no solution for the IT admins to remotely access the device and troubleshoot it. To encounter the challenges, the organization wanted a dependable MDM solution that can assist them in gaining complete control of the devices, monitor their usage, and track the real-time locations in case of theft or stolen circumstances.

Solution

After analyzing the available MDM solutions and thoroughly researching them in the market, Hollard Insurance Group laid their trust into Scalefusion to take the edge off for their challenges as per their use case in a cost-effective manner. Since their challenges were highly related to mobility solutions, the Mobile Device Management (MDM) was the only one that they wanted to rely upon. With the ease of access to the Scalefusion dashboard, the IT admins were now able to enable the Kiosk mode in the organization-owned devices and created a dissimilar profile for all the enrolled devices as per their requirements. The Kiosk mode effectively started to deliver the results in data cost reduction as the IT admins were able to create an environment wherein just the work-related applications would be accessible. The restriction of unauthorized access to all the personal or unwanted applications & social media profiles highly diverted the focus of all the field agents to input their operational activities and result in an increase in productivity. With the ease of application management, the IT admins, through the Scalefusion dashboard were able to deploy the organization's native and productive applications and blacklisted other installed applications to create a secured and managed environment. The Kiosk lockdown enabled the IT admins to also administer and monitor the activities of the device and it also removed the challenge of employees downloading unauthorized applications that could pose a threat to critical data. With the Deep-dive analytics solution, the IT admins were able to monitor the devices and track all the relevant activities where the data usage is being allocated and spent. With the GPS real-time tracking, the organization was able to keep an eye on the location where the field agent is to ensure that customer satisfaction is at the optimum level. Scalefusion proved to be a reliable and cost-effective solution that also locked the hardware functioning of the devices which in intervals halted the functioning of mission-critical applications too.

Key Results

Working with Scalefusion has brought out the following proven results for Hollard Insurance Group:

- Paperless operations and processes
- Increased productivity of field agents by the implementation of Kiosk lockdown in Android tablets
- Reduced distractions and security threats
- Improved management and monitoring of the device inventory

Testimonial

"The main benefit for Hollard has been on the cost front. Scalefusion helped in keeping the data usage in check by restricting the use of the tablets only for business purposes. In addition to that, the agents are now able to seamlessly communicate with the head office, clients, and close the deals online with zero paperwork. This helped them streamline their business process and improved efficiency."

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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