

case study

Empowering Retailers to
Boost Efficiency with
Unitech MoboLink



Industry

Retailer

Application

Software Management Solution

Product

MoboLink Software
StageGO Software
Unitech Mobile Devices

Case Description

The client is a leading U.S.-based retailer specializing in workspace products, including furniture, technology, cleaning supplies, and office essentials. They serve a diverse customer base of businesses, corporate clients, and individual consumers. With operations spanning multiple states, efficient device management is essential for maintaining streamlined workflows and customer satisfaction.

Challenge

The client purchased a large number of Unitech mobile devices to support their nationwide operations. However, they faced challenges with time-consuming configurations, maintaining updates across locations, and efficiently resolving technical issues. Unitech provided MoboLink to streamline device management and boost efficiency.

Solution / Reasons to Choose Unitech MoboLink

The client selected Unitech MoboLink for its ability to automate device management, streamline updates, and enhance troubleshooting efficiency. Key features include:

- **Enrollment Script:** Automates device initial configurations through StageGO when enrolled into MoboLink, significantly reducing manual setup time and ensuring consistency across devices.
- **Application Updates:** Enables centralized deployment of updates, ensuring all devices remain up-to-date with minimal effort.
- **Remote Desktop:** Provides IT administrators with the capability to access and troubleshoot devices remotely, reducing downtime and eliminating the need for on-site interventions.

By leveraging MoboLink, the client achieved scalable, efficient, and reliable device management tailored to meet the diverse operational needs of locations across the USA.

Applicable Fields:

- **Logistics Management:** Automating device setups and updates to boost delivery accuracy and efficiency.
- **Inventory Management:** Streamlining setups and updates for accurate and efficient inventory tracking.
- **Retail Store Operations:** Ensuring consistent performance and lowering support costs with centralized updates and remote troubleshooting.

Benefits for Clients

- **Automated Setup:** MoboLink automates device configurations upon enrollment, significantly reducing setup time, ensuring consistency across devices, and streamlining the deployment process.
- **Cost-Effective Remote Support:** The cloud edition includes a free remote desktop feature, allowing IT teams to efficiently troubleshoot devices remotely, reducing costs and enhancing MoboLink's competitive advantage.



MoboLink / StageGO / Unitech Mobile Devices