



“Bridging your Gap”

Hillwalk



Case Study: Dolby Vivisol

Dolby Vivisol was expanding operations from operating in one region; Scotland, to three geographically disparate locations; Scotland, South East Coast England and South Central England.

Enterprise Mobility



Specialists in enterprise mobility since the 1990s Hillwalk has been responsible for the design, build and delivery of mobile solutions to over 10,000 field users in the field service and logistics markets.



This expansion would take their existing mobile solution from a modest number of users in one region, to just under 100 users in three regions. Being geographically disparate, Dolby needed an efficient way to build their devices and then support and maintain them remotely.

They had been considering mobile device management (MDM) solutions for a number of months but had come up against one or two show stoppers in each case. These were either that the MDM solution could not manage the per-user private GPRS access point name (APN) authentication used by their field work solution or that they would be required to host and manage a solution that did themselves.



A requirement was identified for an organisation with a proven track record of finding workable options for these types of issues and implementing the preferred solution. Hillwalk Ltd was recommended for this role.

Hillwalk were able to address these issues immediately with their hosted mprodigy™ solution from B2M Solutions and their previous experience of deploying managed devices with private APN connectivity.

Delivery



Design



Build



Operate



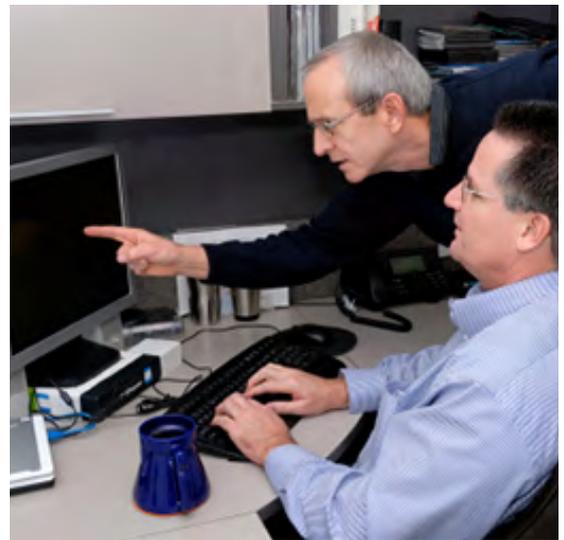
Given the elapsed time whilst Dolby had been searching for a suitable solution there was a time pressure to make the mprodigy™ build available for Dolby's forthcoming pilot; a matter of weeks away. To address this Hillwalk were able to make a test profile available within 24 hours. Once this was finalised with Dolby's branding, Hillwalk took delivery of Dolby's stock of Motorola MC75As and undertook the build of the 100 devices, returning them to Dolby within 48 hours.

Once the initial devices were released into pilot, Hillwalk produced build and user guides and conducted training for the support desk users in the use of mprodigy™. This enabled them to perform remote diagnosis and support going forward.

During early operations Dolby received reports from the field that the battery life on the devices was insufficient for a day's work. By using mprodigy™ to investigate battery and power events, Hillwalk was able to identify that particular devices were not being managed according to the local instructions to charge overnight and also to be cradled in the vehicle during transits. To assist Dolby support to resolve this behaviour a custom daily report was produced by Hillwalk, highlighting devices that had not been docked overnight.

A further challenge faced by Hillwalk was when Dolby's field application provider was required to apply an update remotely. This update required the application's database to be erased but also required that some granular per user data be retained from that database. By working with the application provider and developing some custom mprodigy™ scripts Hillwalk were able to develop a means of persisting the data between application upgrades.

Dolby were delighted with the solution provided by Hillwalk, and were able to implement this for their Scotland region themselves, providing their own support from Gatwick. They also engaged Hillwalk to further extend the scope of the MDM to their warehouse devices as well.



ABOUT DOLBYVIVISOL

Dolby Vivisol provide home oxygen and other respiratory services in the South of England and Scotland. The UK operation supports healthcare professionals in offering a top-class and personalised service to patients.

To learn more visit: www.dolbyvivisol.com

ABOUT HILLWALK LTD

Hillwalk Ltd is an independent, end-to-end systems integrator specialising in mobile worker solutions; with a reputation for responding effectively to changing customer requirements.

We can demonstrate over twenty years experience in successfully delivering ground breaking solutions for: utilities, mobile operators and large public and private sector workforces.

To learn more about this and other ground breaking solutions from Hillwalk please contact a member of our sales team.

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