CASE STUDY

CONNECTUS TRANSFORMS ANDROID DEVICE MANAGEMENT FOR RAPIDLY EXPANDING DSP:

Challenges

No Centralized Device Control: Devices were not enrolled in an MDM platform, limiting policy enforcement, app control, and fleet management at scale for Amazon Delivery Service Partner (DSP)

Device Lockouts, Loss, and Breakage: Drivers often forgot passwords, locked devices, or reported lost/damaged units. Each incident required manual intervention, causing delays.

Fragmented Lifecycle Management: Procurement, activation, staging, and deployment were spread across multiple vendors, creating inconsistencies, slower turnaround, and limited accountability.

Inconsistent Driver Experience: Devices were deployed with varying configurations, apps, and settings, impacting usability, productivity, and support.

High Operational Overhead: Internal teams operated reactively, spending significant time troubleshooting, resetting devices, and managing replacements.

Solutions

Scalefusion MDM Deployment: Deployed Scalefusion to establish centralized control and real-time visibility across the device fleet.

Device Lockdown & App Standardization: Configured kiosk mode to limit usage to required apps only, eliminating misuse and configuration drift.

Remote Management & Recovery: Enabled remote resets, unlocking, app updates, and troubleshooting, reducing the need for physical handling.

Single-Source Management: ConnectUs unified procurement, activation, staging, kitting, configuration, and logistics, removing fragmentation and simplifying operations.

Custom Branding & Driver Experience Enhancements: Delivered devices in branded packaging with custom boxes, welcome inserts, and cases for a consistent, professional driver experience.

Benefits

100+ Hours Saved Monthly: Automation and remote support removed manual tasks, saving 100+ hours each month.

Reduced Driver Downtime: Faster resolution and standardized devices kept drivers productive with minimal disruption.

End-to-End Accountability: One partner managing the full lifecycle reduced complexity and improved consistency and speed.

Improved Security & Control: Locked-down devices minimized risk, prevented misuse, and ensured compliance.

Lower Support & Operational Costs: Fewer issues and streamlined workflows reduced support effort and costs.





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