



# VisibleHand Provides Seamless Services to Its clients with Scalefusion



## About the Company

VisibleHand is a health tech company dedicated to developing innovative solutions for behavioral health care. Their mission is simple: to support care teams so that they may provide better care. They focus on improving behavioral health in Long Term Care without forcing their clients to adopt another expensive, training-intensive, cumbersome EHR system. By equipping thousands of caregivers with nimble new technology and powerful data science, they lift the burden and help teams improve their behavioral health tracking, trending, and staff education.

## Business Goals

The healthcare industry has taken an exciting move by effectively using mobile devices in the past few years. They are shifting towards new models of care, based on combined care methods, which allows the caregivers or healthcare professionals to manage and anticipate their patients' health beforehand. As a leading health tech company, VisibleHand wanted to help the healthcare sector by providing improved mobile technology to the care teams in the hospitals. The organization wanted to extend mobile technology to all the caretakers to provide the best care and service as well as foster best practices. To accomplish their goals, VisibleHand wanted to quickly supply devices to caregivers so that they can easily interact, develop and track best practices for each resident.

## Challenges

To transform business, VisibleHand extended electronic devices to the end-users. But the organization had no way of tracking device activity. VisibleHand had to make sure that no device was misused for personal entertainment. The organization also needed a way to secure and manage the endless number of devices extended to employees. The devices had to be tracked for security and seamlessly managed by the IT team on the client-side so that VisibleHand could achieve its goals. For this, the organization needed a scalable solution that would allow them to manage and secure the endless number of mobile on a daily basis.

### Industry

Healthcare

### Solutions & Features

- Android Device Management
- Mobile Application Management
- Custom Branding
- Location Tracking
- Device Grouping and subgrouping

### Key Benefits

- Enhanced customer experience with Android devices
- Distraction-free working environment for caregivers
- Device monitoring for performance and security
- Location tracking for each device

### 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 boost efficiency and provide better services to their clients, VisibleHand chose Scalefusion to suffice their foremost necessities of remotely controlling and managing the growing number of devices in real-time. In addition, Scalefusion also became advantageous in providing other add-on apps and features like Enterprise Store, which helped securely publish new versions of the application to multiple mobile devices in an easy, single-go manner. Scalefusion's Location tracking feature ensured that all the mobile devices are tracked in real-time. Creating Device groups helped avoid the disorganization of devices, and helped the IT admins configure the mobile devices as per their need for effective monitoring.

## Key Results

Here's how Scalefusion helped VisibleHand attain its goals:

- Central management and monitoring of the device inventory from Scalefusion dashboard
- Pushing applications remotely with Application Management
- Quick device grouping from the dashboard
- Location tracking for each device

## Testimonial

“Tested other options on the market, but like support, responsiveness and interface of Scalefusion the best. It has helped lockdown field techs tablets while still allowing the home office to push updates, relevant files/directories, messages to the devices and keep general track of the tablets. I also appreciate the ability to push out updated policies and access to apps very simply.”

### 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.

### Enterprise Sales & Partnerships

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