

CASE STUDY: How Colden Company Simplifies Mobile Device Management



COLDEN COMPANY INC.

About Star Service

Star Service, based in Baton Rouge, Louisiana, is a premier HVAC provider known for delivering top-notch service in their region. Their team of field technicians relies on a fleet of over 100 mobile devices to stay connected and productive in the field.

The Challenge

As Star Service grew, managing a growing fleet of mobile devices became increasingly time-consuming and problematic. Their IT team faced several challenges:

Inefficient Device Setup

Manual processes for enrolling new devices took significant time and effort.

App Deployment Limitations

Developing a custom mobile app was critical to improving operations, but their existing provider couldn't support app deployment.

Lack of Centralized Management

Without a unified system, managing devices and enforcing policies was cumbersome, leading to inconsistencies and security concerns.



The Solution

Star Service turned to Colden Company for a tailored Mobile Device Management (MDM) solution. Colden Company's approach addressed their challenges head-on:

Centralized Device Management

- Enrolled all devices in Apple Business Manager, enabling Star Service to manage iPhones and iCloud accounts from a single platform.
- Simplified onboarding with automatic enrollment of new devices into both Apple Business Manager and the MDM platform, saving 20–30 minutes per device setup.

Custom App Deployment

- Successfully deployed Star Service's proprietary mobile app across the fleet, ensuring all staff could access the tools they needed to perform their jobs effectively.

Enhanced Security and Control

- Introduced policies to require passcodes or PINs for device security.
- Enabled features to remotely wipe stolen devices and track lost devices when location services are active.
- Restricted app downloads to approved business-use applications, ensuring company devices remain focused on company tasks.

Proactive Updates and Maintenance

- Ensured devices were always equipped with the latest security features, reducing the risk of cyber threats.

The Results

Star Service now operates with a streamlined, secure, and scalable mobile device management system.

Key benefits include:

- **Increased Efficiency**
Auto-enrollment and centralized management save hours of manual effort for IT staff.
- **Improved Security**
Enhanced control over devices reduces the risk of data breaches and unauthorized use.
- **Custom App Utilization**
Seamless deployment of their mobile app has improved field productivity.
- **Cost Savings**
By reducing administrative overhead and ensuring device longevity, Star Service has saved both time and money.

WHY CHOOSE COLDEN COMPANY?

Colden Company specializes in helping businesses simplify technology management and improve productivity. From mobile device management to IT security, we provide practical, tailored solutions that deliver measurable results.

Ready to take the pain out of managing mobile devices?

► **Contact us at (888) 600-4560 or info@coldencompany.com today.**



Testimonial: Connor Miller, Star Service's Commercial Business Manager

We've been working with Colden Company for years, and they've been a fantastic partner in managing our technology needs. One of the best solutions they introduced us to is MaaS360, a powerful Mobile Device Management (MDM) platform.

Before MaaS360, I had little control over our Apple products, but now I can easily manage all devices, regardless of the operating system. Colden has always provided excellent service for our workstations and laptops, and now they've extended their support to include our cell phones, giving us complete IT management.

MaaS360 has allowed us to tailor our employees' iPhones so they get the full value of the device while staying on task. With custom profiles, only approved apps and features are accessible, ensuring productivity without sacrificing functionality. MaaS360 has simplified our operations and made my life much easier. Colden's reliable support and practical solutions have been a game-changer for our team. I highly recommend them and MaaS360 to any business looking to streamline device management and improve efficiency.