

Connecting a sales force
from anywhere in the world.

BUSINESS ACTIVITIES

Retail

High Design Fine Jewelry



INTRODUCTION

Important jewelry store requires cell phone management for each of their stores around the world.



BUSINESS BACKGROUND

They have an exclusive purchasing process, as well as the experience provided in each visit to their stores.



SITUATION

Find a centralized way of purchasing and managing your mobile devices.



CHALLENGES

Facilitate the management of 3,095 cell phones distributed in each store worldwide.

Ensure a consistent user experience in all countries where the Jewelry has a presence and where the mobility service delivery takes place.

What needed to be resolved?

- Enable secure access to the company's information through devices that would allow for ease of mobility in all jewelry stores worldwide and that would be managed and monitored from the same operational headquarters.

WHY?

The company was in a phase of upgrading the new version of its internal CRM that would help them offer their customers a better experience in physical stores.



What were the main limitations?

- Internationalization:
Entry of shipments to certain countries due to COVID-19 restriction.
- Times, time zones, and holidays.
- Language.
- 3rd party response times (suppliers).
- Extended non-specialized equipment.
- Manual technical configurations of devices in certain countries (previously enrolled).
- Adaptation of the implementation process according to each country's legal and technological framework.



SOLUTION

MDM - Mobile Device Management
VMware Workspace One - digital and remote work desktops

How did Beyond Technology help?

- Purchase of mobile devices.
- Deployment and enrollment of WSPO (World Speed Poker Open) software on each device.
- Ensured that each device was under remote control with customized user profiles.
- Delivery and distribution of devices worldwide.
- Operational monitoring and managed services.

What was the overall experience of the Beyond Technology team?

- Thanks to the experience of working on other projects of this magnitude, this rollout was easy to accomplish.
- Being part of Gartner's magic quadrant opened doors and facilitated operational management in the world.
- Good synergy among the internal team.



CONCLUSION

On-site sales personnel at each jewelry store's physical store now have mobile devices connected remotely and securely, from where they can report and manage their daily operations. The equipment is administered and monitored from a single central office, so the jewelry store's head office has visibility into the productivity and efficiency of its field staff.

What were the results?

- To have control of the remote sales force.
- Measure productivity per employee.
- Real-time sales recording.
- Devices in each store connected to your CRM under a digital and secure connection, All from one centralized location.

How was the company transformed?

- ✔ Sales force connected from a remote device from anywhere in the world.
- ✔ Unified sales management and centralized real time reporting.
- ✔ Increased productivity and efficiency of field staff.

Implementation and added services

- The client appreciated our visibility, attention, and continuous and transparent communication at all times.
- Immediate responsiveness and control over the project at every phase of implementation.
- Specialized services and customizable tracking dashboards.

OTHER COMMENTS

SLA 100%:

- Well configured (software) and complete (hardware) devices with case and accessories.
- Shipments on time and on budget.
- Delivery of 100% of the number of two devices committed.
- Real-time tracking and monitoring reporting.