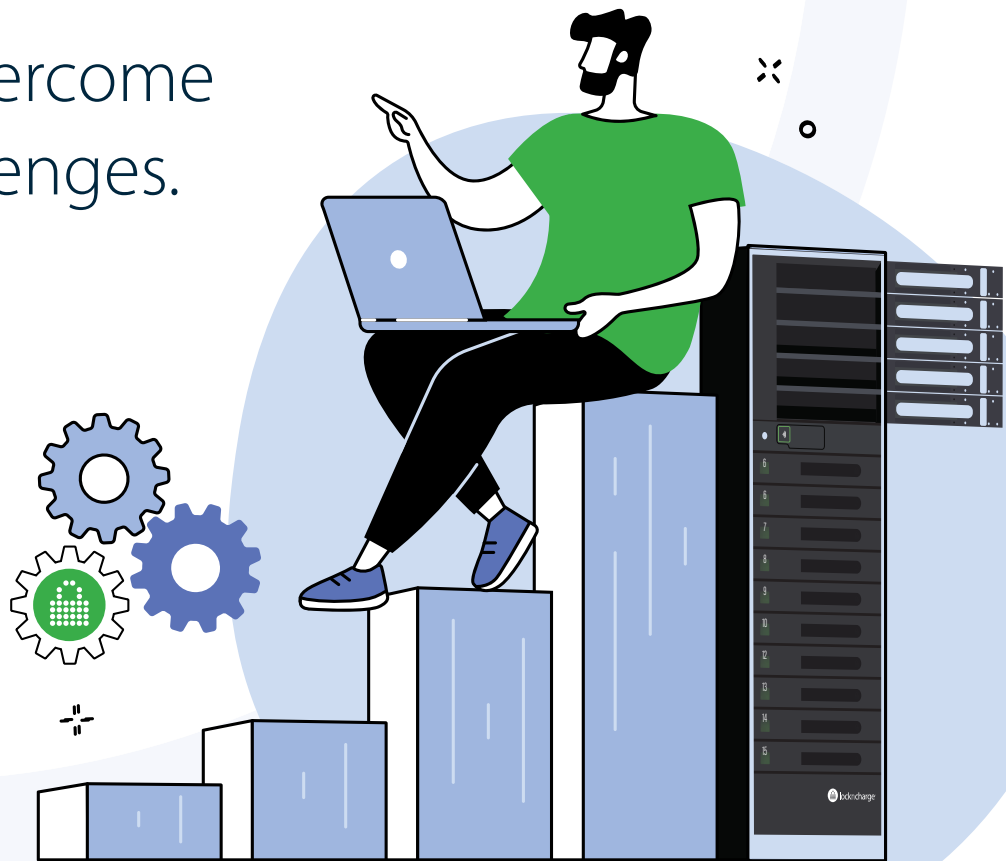# The Escalating Cost of Mismanaged Mobile Devices

and how to overcome workflow challenges.

The FUYL Tower™ Smart Locker is now a must-have for IT departments.

lockncharge

Navigating Your Organisation's Digital Transformation

Businesses are becoming increasingly dependent on mobile tech. As that dependency grows, so does the number of devices and the time taken to manage them efficiently. Avoidable hardware mismanagement costs–through loss, theft or simply wasted time–are mounting up. Changes to modern working practices have resulted in departments being presented with a number of challenges on their time and budgets.

This report discusses two major workflows that are disrupting organisations' digital transformations and the challenges that tech teams and department managers are facing due to those changes. We'll also discuss why a FUYL Tower™ is a must-have for Tech Teams to overcome escalating business costs associated with mismanaged devices.

Top 3 Challenges
if Secure, On-Demand Charging is not Available

Uncharged and unsecured devices cause serious disruptions in schools and businesses.

An increasing issue for schools and businesses is that device users are bringing their devices to school or work uncharged. Devices are also dying during the day. Both of these issues are leading to missed opportunities for classroom learning or company sales.

Challenge 1

Students or workers who are unable to charge their device during their day or shift can fall behind in their work.
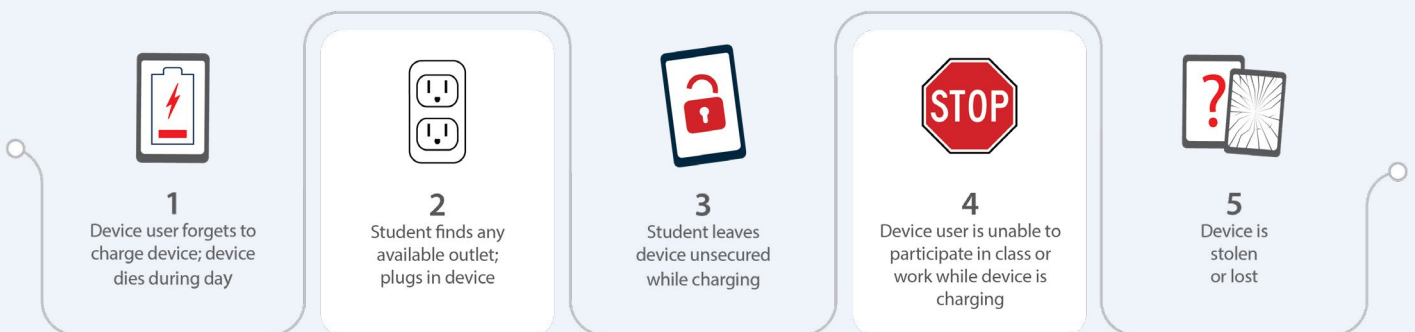
Challenge 2

Devices that are left unattended while charging are at greater risk of breakage or theft, leaving organisational and personal data exposed.
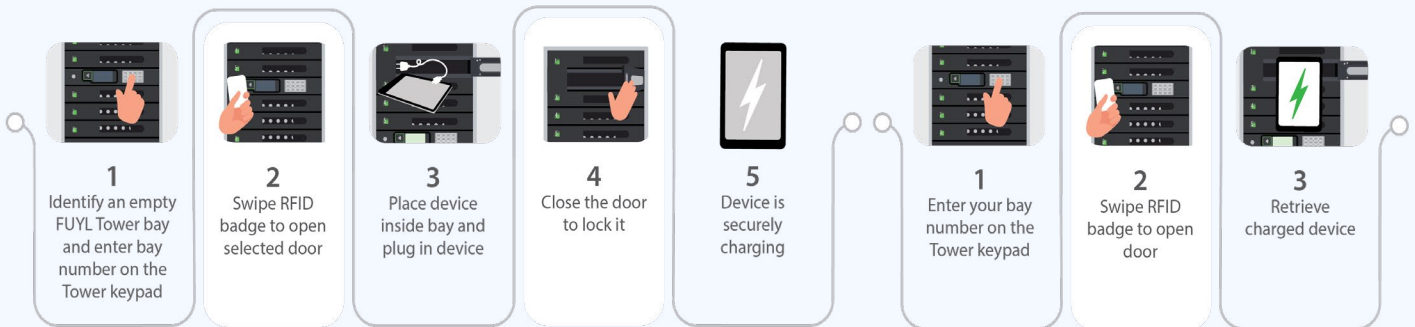
Challenge 3

Low-tech charging lockers do not evolve to meet ever-changing needs for device management. Organisations waste time and resources when replacing their charging solutions more often than necessary.

Current State Workflow

1
Device user forgets to charge device; device dies during day

2
Student finds any available outlet; plugs in device

3
Student leaves device unsecured while charging

4
Device user is unable to participate in class or work while device is charging

5
Device is stolen or lost

lockncharge™   **www.lockncharge.com/eu** | Phone: +44 (0) 208 441 4107 | europesales@lockncharge.com

Workflow with FUYL Tower for Public Charging

1
Identify an empty FUYL Tower bay and enter bay number on the Tower keypad

2
Swipe RFID badge to open selected door

3
Place device inside bay and plug in device

4
Close the door to lock it

5
Device is securely charging

1
Enter your bay number on the Tower keypad

2
Swipe RFID badge to open door

3
Retrieve charged device

Measurable Results with FUYL Tower

By offering secure public charging on demand, devices are ready to go when needed.

Schools and business are able to lighten the load of their teachers, IT teams and management staff by shifting the responsibility of device charging onto students and employees. Fewer dead, lost or stolen devices leads to higher productivity, better student engagement and increased sales opportunities.

Solution 1

Devices can be left unattended while securely charging inside the Tower, at any time, without worry.

FUYL Towers used by Keolis Commuter Services keep devices charged and secure between shifts. Train conductors are accountable and productivity is maximised.

Click Here to Read the Case Study

Solution 2

FUYL Towers mitigate risk and protect organisations from costly data breaches.

By empowering students to securely charge their devices during the day, Deforest Area School District is decreasing the costs of their device program.

Click Here to Read the Case Study

Solution 3

LocknCharge Cloud provides future-proof flexibility so you can easily pivot as tech advances or needs change.

With LocknCharge Cloud, the Vauban institute is seamlessly expanding their public charging program to automate device exchanges and lending.

Click Here to Read the Case Study

lockncharge™ www.lockncharge.com/eu | Phone: +44 (0) 208 441 4107 | europesales@lockncharge.com

Top 3 Challenges for Shared Device Programs

Businesses that rely on shared mobile tech are at greater risk of time and device loss.

Checked out devices are not always readily accessible nor reliably charged, and employees–such as shift workers or field crews–aren't able to start their day productively. At the end of a shift, employees are not held accountable for returning their device so it's ready for the next person.

Challenge 1
Managers are forced to prioritise distributing and collecting devices over their primary operational roles.
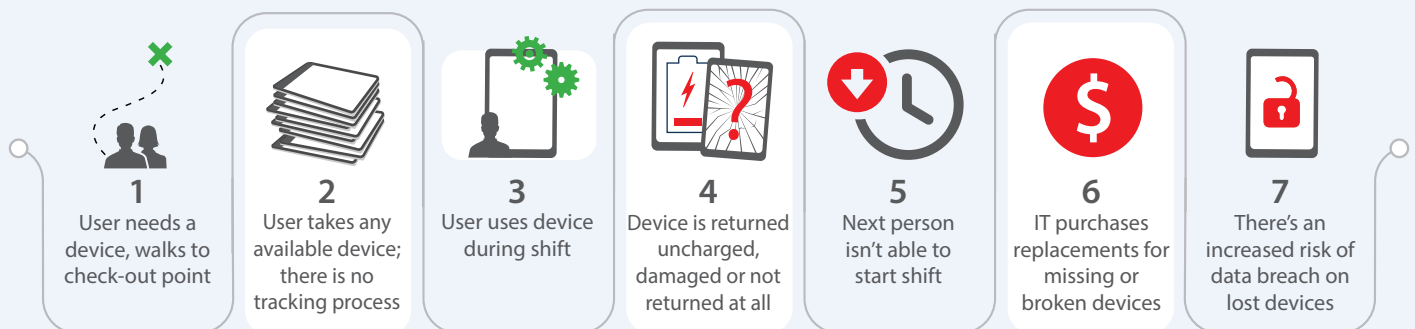
Challenge 2
All too often, there is no smart process in place to ensure accountability and tracking of who is responsible for which device at any given time.

Challenge 3
The number of lost and stolen devices has increased due to the lack of secure storage when not in use, and MDM software is not enough to protect company data.

Current State Workflow

1 User needs a device, walks to check-out point

2 User takes any available device; there is no tracking process

3 User uses device during shift

4 Device is returned uncharged, damaged or not returned at all

5 Next person isn't able to start shift

6 IT purchases replacements for missing or broken devices

7 There's an increased risk of data breach on lost devices

Workflow with FUYL Tower + LocknCharge Cloud

1
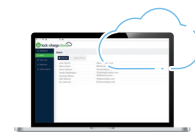User selects assigned Tower bay, opens door with RFID/PIN

2
User takes charged device and uses it during shift

3
User returns device to same Tower bay; device begins charging

4
Admin can see that device has been returned via Cloud

Measurable Results with FUYL Tower

Automating your shared device programs with FUYL Tower will save time and money.

The FUYL Tower by LocknCharge provides 5 or 15 lockable bays in a central location, where workers can store and charge shared devices safely and securely. Access to an individual bay is assigned to approved individuals, automatically marrying tech to user. In addition, bays can be used to store accessories and peripherals to further reduce the need for human interaction.

Solution 1

Managers can focus on their primary operational roles, completing tasks that move the company forward.

One prominent furniture retailer's FUYL Towers, across 10 locations, have logged 730+ automated check-outs/ins per month, keeping managers focused on management-level tasks.

Solution 2

The ability to track Tower usage ensures device accountability and tracking, which acts as an incentive for employees to return and plug in their device after every use.

After Cullen Diesel Power implemented device accountability using their FUYL Tower, breakage rates decreased to 0% over the first year.

Click Here to Read the Case Study

Solution 3

The FUYL Tower provides a secure place to charge devices when not in use.

52% percent of devices are stolen from the office/workplace.[1] Physical device security of a FUYL Tower ensures fewer stolen devices and fewer data breaches.

lockncharge™

www.lockncharge.com/eu | Phone: +44 (0) 208 441 4107 | europesales@lockncharge.com

[1] *Channel Pro Network - Mobile Device Security: Startling Statistics on Data Loss and Data Breaches*

Top 3 Challenges for Exchanging Broken or Lost Devices

The requirement to provide mobile tech to the workforce has never been more important.

In your organisation, how long does it take to get a user new hardware if they lose or break their device? This downtime is increasingly concerning in a landscape where employees rely so heavily on devices for nearly every task. Dependency on tech only increases the need for on-demand replacement devices.

Challenge 1

Skilled IT departments are devoting additional time to administrative tasks–manually delivering, tracking and managing hardware following breakage or loss.
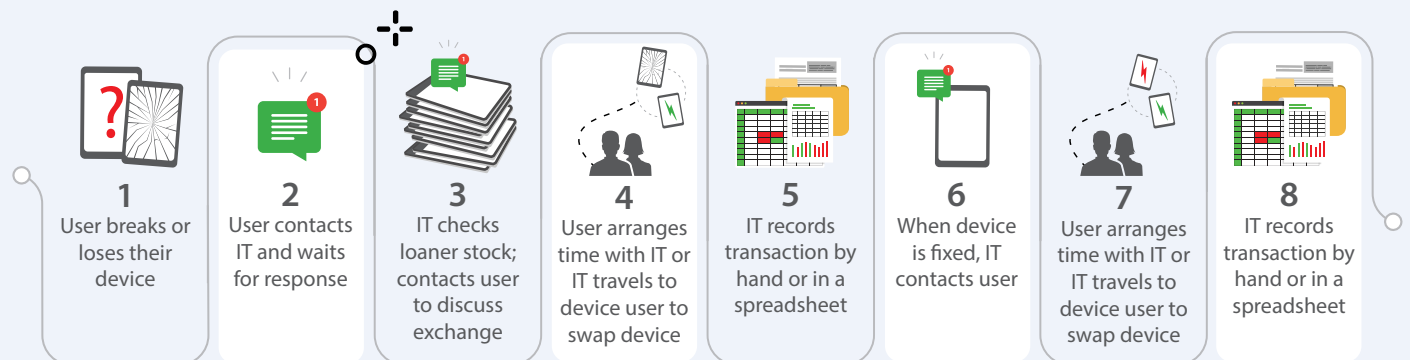
Challenge 2

After a device breaks or goes missing, your workforce experiences downtime. Time without a device leads to missed opportunities and missed sales as they wait for replacement hardware.
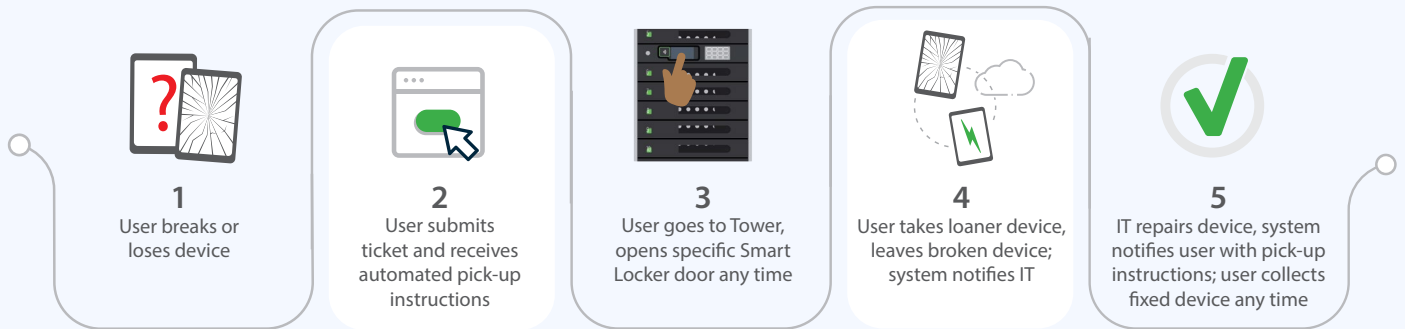
Challenge 3

Organisations are experiencing challenges recruiting IT talent as well as the added costs of hiring additional IT staff to manage increased workload.

Current State Workflow

1 User breaks or loses their device

2 User contacts IT and waits for response

3 IT checks loaner stock; contacts user to discuss exchange

4 User arranges time with IT or IT travels to device user to swap device

5 IT records transaction by hand or in a spreadsheet

6 When device is fixed, IT contacts user

7 User arranges time with IT or IT travels to device user to swap device

8 IT records transaction by hand or in a spreadsheet

lockncharge™

www.lockncharge.com/eu | Phone: +44 (0) 208 441 4107 | europesales@lockncharge.com

Workflow with Integration between LocknCharge Cloud + Existing Help Desk Ticketing System

1
User breaks or loses device

2
User submits ticket and receives automated pick-up instructions

3
User goes to Tower, opens specific Smart Locker door any time

4
User takes loaner device, leaves broken device; system notifies IT

5
IT repairs device, system notifies user with pick-up instructions; user collects fixed device any time

Measurable Results with FUYL Tower

Automating your break/fix process with a FUYL Tower will save time and money.

Incorporating FUYL Tower as a technical resource helps automate time-consuming elements of hardware replacement, and also helps shift the responsibility away from overburdened IT Departments.

Solution 1

Automating the break/fix process allows IT Teams to shift their focus back to what matters to them.

At Arbor Park School District, one FUYL Tower was able to take on the same workload as a part-time staff member.

Click Here to Read the Case Study

Solution 2

FUYL Towers decrease device downtime by keeping devices accessible, charged, secure and tracked to individual users.

One FUYL Tower customer cited that automated break/fix device exchange decreased downtime from 60 minutes to 1 minute.

Click Here to Read a Helpful Article

Solution 3

Save time and money by distributing expensive hardware from a central, safe and accessible FUYL Tower.

Average FUYL Tower ROI can be achieved in just 10-16 weeks when automating a break/fix program.

lockncharge™

www.lockncharge.com/eu | Phone: +44 (0) 208 441 4107 | europesales@lockncharge.com

Additional FUYL Tower Features

Streamline access with external user directory integration.
Integration enables centralised and simplified Admin control of user access to FUYL Towers for faster setup and maintenance of your user database.

Manage Tower access remotely from anywhere in the world.
Administrators can easily control who can access fully-charged, ready-to-use devices inside a specific locker or bay.

Comprehensive security measures ensure peace of mind.
All data stored in the Cloud is protected by industry-standard encryption certificates. Updates and security patches to FUYL Tower Smart Lockers are remotely applied to better prepare against cyber attacks. Two-Factor Authentication (2FA) and Single Sign On (SSO) protect your account from unauthorised access.

Easily scale as your business grows.
The LocknCharge Cloud allows you to manage thousands of users and shave time off tasks you once had to do manually.

Integrate Towers with external systems to further streamline processes.
Using Cloud API and webhooks, LocknCharge Cloud can be integrated into external and/or existing IT infrastructure.

Lifetime warranty & world-class support.
Our Towers are fully-backed by a lifetime warranty on the main frame, electrical and all other components. Our customer support team boasts a world-class Net Promoter Score (NPS) higher than many tech giants.

Hardware Highlights

Secure steel construction with 5 or 15 individually-lockable bays

External LED bay status lights

Visibility into bay or window-blocking plates

Serviceability in the field

USB-A or USB-C port and standard power outlet in each bay

Easy-to-follow, feature-rich Tower display

Illuminated compartments

Two Tower modes - public access or managed access

Optional network kit (switch not included)

lockncharge™ | **www.lockncharge.com/eu** | Phone: +44 (0) 208 441 4107 | europesales@lockncharge.com

Exercise: Document how much time your tech team dedicates to exchanging devices.

This worksheet will help you understand where your tech team is dedicating their time. We filled in numbers based on data from current customers, but we encourage you to type in estimates based on your organisation.

Enter the average number of device swaps per day, per location.

Enter the average hourly wage of employees exchanging devices.

Enter the number of tech people responsible for swapping devices.

Enter the total number of locations where device swapping occurs.

Enter the average number of minutes it takes to manually swap a device.

Enter the number of days per year your tech team is on-call to swap devices.

Your costs without FUYL:

FUYL Tower averages an ROI of 10-16 weeks, but we are happy to provide you with a custom ROI estimate based on your use case.

Hours spent per day on swaps.

Your cost per device swap.

Total hours spent annually to support device exchange services.

Total cost annually to support device exchange services.

See the FUYL Tower in Action.

If you are experiencing any of the challenges we've discussed, we are confident that implementing a FUYL Tower will greatly improve operations and reduce the costs of your mobile device program. Give us a call or visit us at **www. lockncharge.com/eu/automate-now** to learn more.

View a Video Demo Now