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ISOS Housing Group

=isos

OUR CLIENT:

ISOS Housing Group is a leading provider of affordable housing in the North East of England. The company believes in providing high-quality, accessible and affordable homes for everyone, either through home rental or shared accommodation. The charitable not-for-profit association, which has won national awards for the quality of its service, is committed to actively engaging with local communities and is one of the fastest-growing housing providers in the area. Recent partnerships with other organisations have helped the group to swell its property portfolio to more than 17,000.

THE CHALLENGE:

ISOS was looking to bring in iPhones for staff across the business and move away from its existing Blackberry platform for mobile devices. As part of the changeover, the company also wanted to investigate the suitability of a range of mobile device management (MDM) software packages.

THE SOLUTION:

After looking at a range of solutions and product demonstrations, ISOS commissioned us to install and configure the Absolute Manage system. Following a successful pilot system, we worked closely with ISOS to install, configure and maintain the MDM system to include more than 300 iPhones. A series of training sessions were then devised and delivered to familiarise staff with the new system.

Robin Greener, Continual Service Improvement Co-ordinator at ISOS, said: "Opal's wealth of knowledge on the iPhone really shone through, not only in these training sessions but on the whole project."

We also provided a solution whereby an Apple server captures the iPhone updates, potentially eliminating the requirement for up to 300 separate downloads of iOS8 over ISOS's internet connection. Since changing the system the company has been able to manage iPhones with ease. Routine information such as warranties, software updates and app installations are managed centrally and efficiently for the benefit of the company and its people.

Robin added: "Changes to individual, groups or all of the iPhones is now so much easier. Without Opal's support we would not have been able to undertake such a large technology change so successfully."

💬 **Support**

🚀 **Deployment**

🔒 **Security**

🖥 **Infrastructure**

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