

# **Mobile Device Manager Plus empowers UFCW 227 to help frontline workers**

**Organization type:** Labor union

**Location:** United States

# About UFCW 227

The United Food and Commercial Workers International Union Local (UFCW) 227 is a non-profit organization that represents hardworking frontline workers specifically in Kentucky and Indiana. It is a local chapter of the larger UFCW international labor union that serves workers throughout North America.

UFCW 227 traces its history back to 1902. The local union chapter helps workers negotiate for good working conditions, improved benefits, better wages, and job security. The chapter represents the employees of large and small businesses in the region.



Serving as a voice for members, UFCW 227 currently helps over 25,000 employees across retail, manufacturing, food processing, healthcare, and other industries.

# Business challenges

Staff members of UFCW 227 are distributed throughout the region, and are often away from their desks aiding workers located throughout Kentucky and Indiana. Being **distributed across over 150 locations**, the UFCW 277 staff opted for smartphones and tablets instead of laptops. The smaller, easy-to-carry portable devices enabled them to collect crucial details from the workers they represent while staying connected with their coworkers. The mobile devices ensures the UFCW 227 staff can **work and collaborate while on-the-go**.

The UFCW 227 IT infrastructure now includes **a mix of iPhones and iPads** spread across 25 staff working remotely and in the field, as well as 6 additional office-based staff. But deploying the devices was originally quite challenging. Each had to be **individually set up** before it was ready for work use. Additionally, **each device required a unique iCloud account** to ensure the device's location could be tracked in case the device was lost.

UFCW 227 also **lacked a clear view of the status of its devices and device health** which made asset tracking and audits more **complex and time-consuming**. If any technical issue affected a device, it was almost impossible to resolve it quickly as either the physical device needed to be returned to the office, or the device user had to fix the problem on their own. This also often led to **IT admins and device users spending significant time attempting to resolve device issues** which resulted overall productivity taking a hit.

Their device environment made it difficult to perform device management tasks. Setting up devices and keeping track of them was extremely time-consuming, and device downtime was often an issue that affected work performance. The lack of a centralized device management system was frustrating, but also made simple device management tasks challenging.

## The Solution:

# Mobile Device Manager Plus

To overcome these obstacles, UFCW 227 considered investing in an MDM solution. After researching the solutions available, they chose ManageEngine Mobile Device Manager Plus due to its comprehensive features and affordable price.

# The Mobile Device Manager Plus experience

With Mobile Device Manager Plus in place, UFCW 227 quickly gained control and complete visibility over its fleet of Apple devices through:

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## Automated enrollment

By integrating its Apple Business Manager portal with Mobile Device Manager Plus, UFCW 227 devices can now be set up in bulk and with zero-touch, eliminating manual setup. Automating enrollment enabled the IT team to provision work-ready devices is just a few clicks, saving huge amounts of time that was previously spent on manually setting up devices and associating Apple IDs with them.

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## Remote device troubleshooting

Whenever remote devices faced technical issues, UFCW 227 no longer has to depend on the user to resolve the issue, or wait for the device to be brought back to their office. Instead, with Mobile Device Manager Plus' in-built remote troubleshooting feature, they can initiate a remote session directly from their MDM server and view the affected device's screen, with the consent of the user. This enables UFCW 227's IT team to assist device users securely sort out device issues, resulting in quicker resolutions and fewer work environment hiccups.



The most useful thing [Mobile Device Manager Plus provides] is the ability to remotely view device screens. This makes troubleshooting from a distance so much easier. This has been a great time saver and has cut down tremendously on the amount of frustration experienced by both myself and the end users when problems arise.

Amanda Hood,  
IT Director  
UFCW 227

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## Lost device recovery

Even though UFCW 227 strictly believes in not tracking device locations to protect the users' privacy, this feature comes in handy when devices are reported as misplaced or stolen. By remotely enabling Lost Mode on a missing device and tracking its location, the IT team can recover it, while ensuring it is protected from unauthorized access in the meantime.

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## Better asset management

Monitoring the health and security posture of UFCW 227's mobile devices is now easier than ever for the IT team. They can now easily gain a bird's-eye and granular view of all of the organization's managed devices. It is now easier to ensure each employee has access to all the work resources they needed through their device. With better provisioned devices, their staff finds it is easier to get work done on-the-go.

# About Mobile Device Manager Plus

Mobile Device Manager Plus is a robust, feature-rich MDM solution that enables IT admins to manage mobile devices, including smartphones, tablets, laptops, desktops, and wearables, across Apple, Android, Windows, and Chrome OSs. Mobile Device Manager Plus enables organizations to empower their mobile workforces by providing the benefits of comprehensive, remote enterprise mobility management. Learn more about Mobile Device Manager Plus [here](#).

Do you want to benefit from comprehensive device management like UFCW 227? Try Mobile Device Manager Plus [free for 30 days](#) and find out if it's the right tool for your organization! You can also schedule a [free personalized demo](#) at a time convenient for you.

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