

ManageEngine
Mobile Device Manager Plus

Customer success story

How TranslateLive's 3-person IT team took control of 14,000 devices with ManageEngine Mobile Device Manager Plus

Translation and localization **USA** 14,000 Android tablets and phones

About the organization

TranslateLive is a translation and localization services company based in St. Petersburg, Florida. The company deploys 14,000 Android tablets and phones to end users including schools, managed by a lean IT team. TranslateLive's devices are placed directly in the hands of customers and students, making device security and controlled access core operational requirements.

Quick overview

INDUSTRY
Translation and localization

COUNTRY
USA

MIGRATED FROM
Samsung Knox

COMPETITORS EVALUATED
Microsoft Intune · NinjaOne

ENDPOINTS MANAGED
14,000 Android tablets and phones

Key benefits

- Preventing unauthorized usage by students and end users by restricting access only to the TranslateLive app and limited settings with Kiosk mode
- Tracking and securing lost/missing devices smoothly with geo-tracking, remote lock, and remote wipe capabilities
- Manual, unstructured device enrollment replaced with a streamlined enrollment process that improved setup logistics significantly
- Silent app push removed the need for manual, per-device app installation across the fleet



Business challenges

TranslateLive aids in multi-language translation by offering users Android tablets in pairs with the required software installed in them. Before deploying Mobile Device Manager Plus, these devices were offered to the customers without any mobile device management solution in place.

As a result, the team had little control over how the devices were used once they reached end users. This led to recurring problems that affected the reliability of the service and the security requirements set by its clients.

Devices being factory reset and the app removed

With no mobile device management solution monitoring the devices, end users could factory reset tablets, remove the TranslateLive app entirely, or add apps they are not authorized to add. This meant devices were going out of service regularly, requiring the team to identify the problem, recover or replace the device, and re-enroll it with considerable hands-on effort. Support also had no way to remotely fix or locate a device. For a small IT team managing over 14,000 devices, that volume of reactive work was not sustainable.

Users accessing the web and unauthorized content

Without restrictions in place, end users, including students in school settings, were using devices beyond their intended purpose, including browsing the web and accessing online content unrelated to TranslateLive's service. As the organization's main client segment, schools have strict requirements and policies so that students can access only authorized applications. There was no way to enforce that without Kiosk Mode or application control.

Manual device enrollment creating logistics overhead

Device setup and enrollment were handled manually creating logistical friction for every new device going out. For a company deploying devices at the scale TranslateLive operates, that manual enrollment overhead added up quickly in time and coordination effort.

> **"We needed to be able to lock down the devices so that it met security requirements with our customers and also we wanted the devices in Kiosk Mode so customers could only use tablets for our service and limited settings, which we achieved through Mobile Device Manager Plus."**
>
> **Becky Copeland,** COO, TranslateLive

Choosing Mobile Device Manager Plus

Before selecting Mobile Device Manager Plus, TranslateLive evaluated Microsoft Intune, NinjaOne, and Knox. After comparing all options against their operational requirements, the team chose Mobile Device Manager Plus based on the following factors:

DECISION FACTOR	WHAT IT MEANS FOR TRANSLATELIVE
Device management and security	MDM-enforced policies prevents factory resets, app removal, and unauthorized use across 14,000 Android devices.
Kiosk Mode	Locks devices to the TranslateLive app only, with limited settings, to meet the policy requirements set by their customers from educational institutions.
Ease of use and deployment	Streamlines enrollment process suited to a lean IT team to manage a large distributed fleet.
Cost and value	Provides a price point competitive with Microsoft Intune, NinjaOne, and Knox for the scale of devices managed.
Multi-platform support	Delivers flexibility to manage Android at scale with options to expand to other platforms in the future.

The Mobile Device Manager Plus solution

With Mobile Device Manager Plus deployed across its 14,000-device Android fleet, TranslateLive adapts to a centrally controlled and policy-enforced mobile estate.

1. Kiosk Mode: Locks devices to the TranslateLive app

The Kiosk Mode feature directly addresses TranslateLive's core operational problem. Every device is now locked to the TranslateLive app and a limited settings menu. Students or other end users cannot access any other applications, change device settings beyond what is permitted, or use the tablet for any purpose outside the service.

> **“Using Mobile Device Manager Plus' Kiosk Mode, the school restricts devices to the approved application and a limited settings menu, ensuring students can only access features and functions authorized by the school.”**
>
> **Becky Copeland,** COO, TranslateLive

2. Streamlines enrollment and silent app push

Streamlined enrollments with Mobile Device Manager Plus replaces the manual enrollment process the team had utilized previously. Devices are now enrolled efficiently without the per-device setup overhead the team was carrying before.

Additionally, silent Android app installation lets the TranslateLive app be deployed or updated across the fleet without anyone needing any manual interactions with the individual devices.

These two features have contributed to the biggest operational benefits, improving both device setup logistics and the ongoing management of app versions across a large fleet as expressed by TranslateLive's IT team.

3. Geo-tracking, remote lock, and remote wipe

Geo-tracking, as a routine part of operations, has proved valuable on the occasions where devices have gone missing. The team can now track a device's location, mark it as missing, and lock it down remotely from the console. For a fleet of 14,000 devices in the hands of external customers, that capability is an important backstop.

Results and impact

CHALLENGES BEFORE	SOLUTIONS AFTER
Devices without mobile device management solutions caused frequent factory resets and app uninstallations by users	**MDM-enforced policies prevents factory resets and app removal, keeping devices locked to the TranslateLive app across the full fleet.**
Devices were used for purposes unrelated to TranslateLive's service	**Kiosk Mode restricts devices to the required apps and a limited settings menu, blocking all unauthorized use.**
Manual, unstructured device enrollment created setup and logistics overhead for the IT team	**Streamlined enrollment process reduces device setup time and logistics efforts significantly.**
There was no way to locate, lock, or act on missing or misplaced devices	**Geo-tracking, remote lock, and remote wipe are available from the Mobile Device Manager Plus console for any device that goes missing.**

ROI and operational impact

TranslateLive's ROI in terms of operational improvement since moving to Mobile Device Manager Plus is clear. Before implementing the solution, a substantial number of Android tablets provided by the company were factory reset, the app removed, or used for unauthorized purposes.

These blind spots have been eliminated, and device setup is now faster and more structured. Additionally, the team more efficiently tracks missing devices from the console rather than have to physically chase them down.

The impressive ROI for TranslateLive was the shift in control and reliability in managing 14,000 devices in the hands of external users and customers. The platform addressed an operational need created by unmanaged distribution, that Samsung Knox initially could not. ManageEngine's mobile device management solution helps TranslateLive achieve its objectives at an ideal price point and optimum ease of use that accommodates the IT team size.

> **"Before we had Mobile Device Manager Plus we had a substantial amount of tablets get reset or lost or used for purposes unintended. ROI was more an operational need but it has improved time and efforts from a logistics standpoint."**
>
> **Becky Copeland,** COO, TranslateLive

Looking ahead

TranslateLive now has a reliable, scalable mobile device management foundation with ManageEngine Mobile Device Manager Plus. Kiosk Mode, streamlined enrollment, silent android app installation, and remote device control — all run from a single console for the managed devices.

As the company grows its customer base and device fleet, Mobile Device Manager Plus gives the TranslateLive IT team the capacity to manage more devices without rebuilding processes. New devices are enrolled and locked down centrally, app updates push silently across the fleet, and any device that goes missing can be acted on immediately from the console.