ST. CROIX
CASE STUDY

SOTI helps St. Croix deliver exceptional hospice care

Founded in 2008, St. Croix Hospice delivers hospice services in the home to patients with life-limiting illnesses. The company is headquartered in Oakdale Minnesota and employs over 500 staff across 20 offices throughout Minnesota, Wisconsin, Iowa, Kansas and Nebraska. St. Croix works with a patient's primary physician to deliver customized, high-quality services including in-home clinical care (physician, nurse, therapist) and a wide range of rehabilitation services (physical therapy, occupational therapy, speech therapy and nutritional counseling). In addition, St. Croix provides social and spiritual services including extended bereavement services for family and friends. Medicare, Medicaid and/or private insurance pays for all St. Croix services, but the company does not discriminate based on an individual's ability to pay for services.

The Business Challenge

St. Croix Hospice delivers home care to customers across a wide service area. The company relies on mobile technology to empower its clinical and non-clinical staff. St. Croix's three-person IT department supports the Samsung smartphones and tablets, as well as the mobile apps for over 500 remote workers. Fixing device and app problems remotely was a huge problem. The company was experiencing 20-30 support calls per day and working through these issues over a voice call was slow and painful.

St. Croix has defined eight roles within their organization and each role requires 10 to 15 apps from a pool of more than twenty. Apps such as Electronic Medical Records (EMR), GPS navigation, secure email, scheduling, and payroll. Getting the right apps to the right workers is challenging, as is managing the licenses and updates. St. Croix wanted to lockdown their devices by using whitelisting on Google Play to control what apps could be installed by their staff.

Vertical: Healthcare (Hospice Care)

Region: North America

Device: Samsung Galaxy S8 and Samsung Tab E

Platform: Google Android

Mobility Management Challenges

- Deploying and managing different apps to different mobile workers based on role and responsibility.

- Remote support capabilities to lighten IT workload and decrease worker downtime.

Mobility Management Benefits

- Remote control reduces downtime from mobile device or app problems

- Secure devices and communications help maintain HIPAA compliance

"I don't know how any company with mobile devices and apps can function without EMM, and SOTI MobiControl is a better solution than most. It suits our needs perfectly."

Brian Wisniewski
IT Director, St. Croix Hospice

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The Solution

St. Croix learned about SOTI MobiControl from another Hospice provider. The word on the street was that SOTI had the best Android device management on the market. St. Croix was also interested in SOTI Assist, the company's mobile help desk solution that would make their remote support easier. Together, SOTI MobiControl and SOTI Assist delivered a complete mobile support solution. Innovative remote-control capabilities that made it easy to fix device and app problems in the field as well as advanced problem ticketing and workflow features to manage their support queue. To make deployment faster, both SOTI MobiControl and SOTI Assist were available as a cloud solution.

SOTI MobiControl also simplified device deployment and provisioning. St. Croix was able to define their different worker roles as "profiles" and then provision the proper app suite for each role using "packages." This could all be done over the air and remotely. SOT MobiControl is tightly integrated with Google's Android Enterprise. This enabled St. Croix to lock down Google Playstore and only allow whitelisted apps to be installed by their workers.

The Results

SOTI MobiControl radically improved the productivity of St. Croix's hard-working IT team. Remote control enabled IT staff to log in to workers devices from anywhere and solve mobility issues in minutes, replacing lengthy, frustrating phone conversations. The company saved hundreds of man-hours per year in IT time while reducing remote worker downtime.

The other main benefit that SOTI MobiControl delivered was mobile application management. They used profiles and packages to get the right apps on the right devices based on their role. This made new device deployment and provisioning quick and fool-proof. In addition, ongoing app management was simplified as patches and updates could be distributed and installed silently, in the background, without the worker even being aware.

Lastly, data privacy and HIPAA compliance were also critical for St. Croix's mobility strategy. SOTI MobiControl locked down St. Croix's Samsung devices so that any Personal Health Information (PHI) stored on or transmitted to/from the device stayed secure and private.

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SOTI is a proven innovator and industry leader for simplifying business mobility and IoT solutions by making them smarter, faster and more reliable. SOTI helps businesses around the world take mobility to endless possibilities.

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