"NYES *Digital* saves time and money thanks to Mobile Guardian's Manage solution for iOS devices."

The Challenge

How to competitively service K-12 iOS learning devices without excessive travel and save the NYES Digital team time and money.

The Solution

Mobile Guardian's cloud-based device management functionality allows for remote completion of customer requests. Customers spread out over large areas makes site visits time consuming. NYES Digital is now able to meet their customers' needs quickly, increasing customer satisfaction.

Location	Website	Industry
Yorkshire, UK	nyes.digital	IT Support for Education and Businesses

Device Type	Device Quantity	Solution
iOS	2300+	Manage

NYES Digital are an IT support organisation who provide their customers with the best possible support for their challenges. Offering a **multitude of services,** NYES Digital prioritises their customers and strives to deliver their services timeously and effectively.

"Mobile Guardian saves us time and money while also increasing customer satisfaction."
Michael Robson, ICT Engineer

Installing apps on the fly allows for more time for learning

Installing apps is our mostly commonly used feature. This allows us to remotely install applications that are required on devices, whether for new devices or should a current device require a new application.

My favourite Mobile Guardian iOS feature is the customisable lock screen

I would say my favourite feature is being able to change and lock the home screen layout of iOS devices.

This allows us to place the most applicable apps to each school on the devices home screen and prevents students from making changes to their lesson ready devices.

I appreciate the fast response time of Mobile Guardian

In our partnership with Mobile Guardian I enjoy the fast response times when logging any issues. Which are very quick and almost always within a few hours.

Restrictions are our most used feature for creating focused devices

The Restrictions offered with Manage by Mobile Guardian allow us to easily and comprehensively limit the functionality of devices to ensure that distractions are out of reach.

We regularly make restriction changes to suit a particular activity for that lesson or a specific school day to ensure students focus when using their devices.
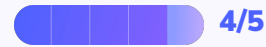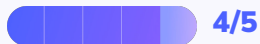
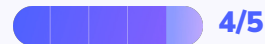# Our Report Card

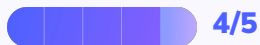## Satisfaction with Software

4/5

Quality of Support:

4/5

Mobile Guardian Experience

4/5

Responsiveness of Support:

4/5

Willingness to Recommend

4/5

We're able to easily and quickly complete customer requests

Mobile Guardian allows us to easily and quickly complete customer requests without the need for visiting each site individually.

Support that is helpful and personal

The helpfulness and personal approach of staff when we were conducting software pilots attracted us to Mobile Guardian.

Device Management that saves our teams time and money

"Mobile Guardian helps us meet our customer's needs through the ease and speed that we're able to complete customer requests, without the need for visiting their site. We're able to manage devices remotely and reliably."

Michael Robson
ICT Engineer, NYES Digital