

How Scalefusion Empowered Alliance Air's Pilots and Crew with iPad Management



About the Company

Alliance Air is an airline that is known for “Connecting India.” It primarily focuses on connecting interior points to metros, adding virgin territories to its network, thereby developing new markets and increasing business, tourism, and travel to Tier-2 and Tier-3 cities. They focus on uncovering remote, unique routes and destinations that are otherwise deemed uncommon via commercial airlines.

Business Goals

The vision of Alliance Air is to be a safe and reliable airline providing the best travel experience to its guests. Their mission is to connect people, places, and cultures. They aim to give people access to safe, secure, sustainable, and affordable air services in a world-class aviation environment and to make every flight special and memorable for our guests.

Challenges

Alliance Air encountered several challenges concerning the management of iPads for their pilots and crew. They needed an MDM solution that was easy to deploy and offered robust customer support for prompt issue resolution during daily operations. Ensuring devices were used exclusively for operational purposes and preventing misuse was a priority. Additionally, they wanted the ability to remotely push and update proprietary apps and provide a professional experience by branding the devices. Tracking device location was crucial due to pilots' and crews' frequent travel with the risk of device loss.

Industry

Airlines and Aviation

iOS Management Solution & features

- Location Tracking
- Content Management
- Remote Cast and Control
- Reports and Device Analytics
- Workflows
- Kiosk Lockdown
- App Catalog & Private App Store Space
- Patch Management
- Custom Branding
- Security
- Web Content Filtering

Key Benefits

- Zero-Touch or Out-of-the-Box Enrollment
- Seamless device management
- Increased operational efficiency
- Improved employee productivity
- Accurate Device Location Tracking in real-time

Why Scalefusion

- Industry-leading MDM provider with a simplified and intuitive mobile device management experience
- Easy to configure, deploy and upgrade devices and apps across the entire lifecycle
- Leading choice for a scalable solution with multi-OS support

Solution

Scalefusion provided Alliance Air with a unified platform to manage, control, and secure iPad devices given to their pilots and crew members with a zero-touch enrollment solution that made enrolling a device quick and simple. With 24/6 free customer support and a dedicated account manager available, Alliance Air experienced a significant boost in productivity as they efficiently resolved device issues on the go!

With Scalefusion's Kiosk Lockdown, the pilots could use only company-approved apps that were work-focused, with no room for misuse or unauthorized access. Web-content filtering was applied with an allow list and block list of websites the pilots could access on duty. The Application Management feature within the dashboard allowed their IT admin to push in-house applications remotely and update them whenever needed, giving the pilots the most recent version of their software.

The branding feature offered by Scalefusion allowed their IT admin to customize the home screen and lock screen wallpapers to promote the essence of their brand. With Location Tracking, the IT admin could keep track of the device's location in real-time, and with additional features, they could wipe off critical data if the device got lost or stolen.

Scalefusion MDM provided a holistic solution that solved multiple challenges on a single dashboard. This, in turn, helped them manage their iPad devices and improved productivity and operational efficiency.

Key Results

Working with Scalefusion has produced the following proven results for Alliance Air Aviation Limited:

- Quick and easy device enrollment with faster implementation and time-to-action
- Increased productivity with seamless resolutions with customer support on standby
- Timely updates of private business apps

Testimonial

“We chose Scalefusion because it met all our MDM requirements. The enrollment was easy, actions could be pushed remotely, which is a necessity in our field of business. Additionally, customer support was reliable at every step. The pricing also aligned perfectly with the value of the solution.”

—Pankaj Kumar, Deputy Manger-IT, Alliance Air Aviation Limited.