


CASE STUDY

Landsec

Improved employee productivity and satisfaction by deploying the latest smartphones.



Landsec is the largest commercial property development and investment company in the UK. Landsec owns and manages more than 2,400,000 m² of commercial property.

At a **glance**

The issue

Lack of employee productivity and satisfaction.

The project

Maintel pre-configured and deployed 350 Samsung devices. These devices were charged, encrypted, configured with an agreed set of business applications and a new SIM installed.

The outcome

Improved employee productivity and satisfaction by deploying the latest smartphones.

Their **Background**

Landsec chose Maintel as a trusted partner to assist with their mobile estate tech refresh, which ultimately helped to make Landsec employees more productive and effective through use of digital workplace technology connecting them to their applications and data securely.



Why **Maintel?**

Landsec have a long-term relationship with Maintel as their provider of mobility services and chose Maintel for this project because of Maintel's expertise and ability to deliver.

The Challenge

Lack of productivity and lack of satisfaction

The fast pace of mobile technology meant that Landsec employees were becoming increasingly dissatisfied with their ageing mobile devices. The existing smartphones hampered their productivity and effectiveness while they were on the move.

Landsec needed to upgrade their existing fleet of Windows mobiles to Samsung smartphones across multiple locations. The project was to upgrade all Landsec mobile devices, transfer all existing information from the old devices, record the ownership of all new phones, and to ensure the productivity gains were achieved by giving employee training for all the new devices.

As part of its sustainability strategy Landsec wanted to minimise the impact on the environment and to ensure that old devices were collected and recycled responsibly.

The Solution

The project consisted of two distinct phases – staging and deployment.

During the Staging Phase, in its lab, Maintel pre-configured 350 Samsung devices. These devices were charged, encrypted, configured with an agreed set of business applications and a new SIM installed (to be activated on the porting day).

For the Deployment Phase, on-site attendance days were organised where approx. 50 users per day attended to complete their device configuration and receive device familiarisation training from Maintel. SIM Swaps were initiated with the Mobile Network in the morning of these Transfer Day(s) for completion that same business day. Every user was allocated a time slot during which Maintel set-up the new device and facilitated the PIN set-up, account creation and password changes.

Old devices were collected, labelled, and recorded (IMEI). The devices and SD cards were securely wiped and then environmentally disposed of in line with WEEE regulations. Maintel also presented a 'getting started with your new device' slideshow to all attendees.

In addition, a total of nine on-site days, across the country ensured that all employees received the best possible introduction to making the most from their new device

What are the benefits?

Maintel successfully supported Landsec to move to Samsung smartphones and provided a complete project plan from the recycling of old devices, to deploying and setting up Mobile Device Management and applications across the whole estate whilst also providing training to all end users.

All the outcomes that were sought by this project were achieved, namely:

- All devices were successfully configured with the agreed bespoke applications.
- Over 80% of total upgrades took place during the on-site days.
- Employees quickly became familiar with their new device.
- Old devices were recycled, and a certificate issued confirming that the devices had been disposed of in line with the WEEE directive.
- Landsec were able to audit who has a mobile phone and complete an up to date inventory of assets.



Overall, the project achieved the main objective and ran smoothly considering the large scope of the rollout. The on-site team were always ready to help and were available throughout the project. Communication between the two teams was crucial and it ensured the smooth running of the sessions. Regarding the end-user, we had a lot of positive feedback from the customers in relation to the handover sessions.

Chris Kirk Tech Service Manager, Landsec



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We consult on the design, deploy and manage network infrastructures, platforms and software, including our own, that keep ongoing operations running smoothly and dependably, protecting business as usual, at the same time being flexible enough to adapt.

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