Client:

The client is the worldwide leader for networking and computer hardware. This solution was prepared developed for the technology team of the IoT product division of the client.

Business Need:

The need to manage gateways on the road by Field Engineers via portal or apps was the core business need. The applications would replace an existing platform which was not in sync with the latest tools available out in the market.

Our Solution:

PrideVel suggested a mobile first solution as it made more sense since it was going to be used by the field force. PrideVel developed mobile applications for both iOS and Android devices which can be downloaded and used by the field team. PrideVel also developed web portal with an extensive set of feature and tools. This solution replaced the existing tools with limited features and tools.

Benefits:

- Field engineers could respond to tickets from anywhere
- The app helped the field engineers to manage the gateways without having a need to use a computer
- A consolidated web portal allowed customers to manage their gateways from a single place in an easy 3 click process

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