

Moki Case Study: How UMA Leveraged Moki for Workspace Transformation

ABOUT UMA

UMA is located in the United Kingdom and provides their customers with an innovative SaaS platform that provides hybrid work software. As such, UMA's mission is to drive digital transformation and optimize operational efficiency while helping hybrid workplaces transition into digital spaces. With Moki's mobile device management (MDM) solutions and support, UMA has managed several devices for more than 30 tenants.

Their workplace booking solution provides resource scheduling, analytics, and various integrations that integrate with commonly used business applications. This capability helps businesses gather valuable data-driven insights to improve employee experience in hybrid environments.

However, they needed an MDM solution that would accommodate their platform so that their customers could easily manage their mobile devices.

UMA started using Moki's services over three years ago and has since been highly satisfied with its success rate. Thanks to Moki's intuitive dashboards and easy setup, UMA can quickly access the data they need while saving time setting up their devices. Additionally, UMA has access to Moki's around-the-clock customer service team, who are always available to offer advice or technical support whenever needed.

OVERCOMING MDM CHALLENGES WITH MOKI

UMA needed help finding an MDM solution that would allow them to remotely manage customer panels while allowing customers to control their Android touch panels outside of meeting spaces. After engaging with providers to no avail, UMA turned to Moki for a more comprehensive solution.

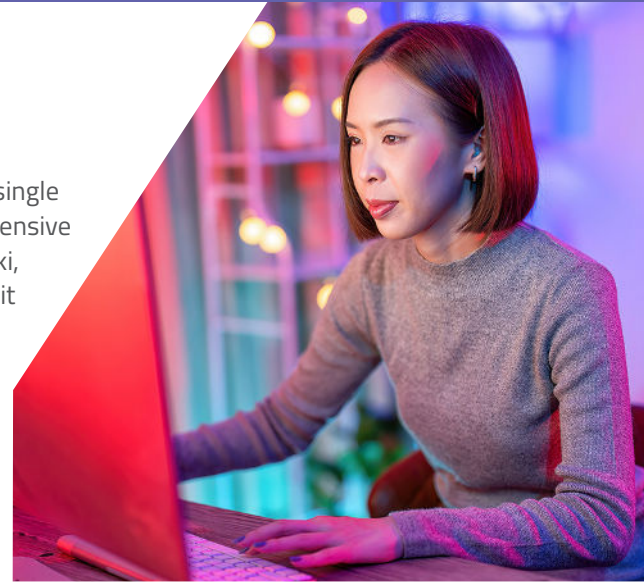
With Moki, UMA was able to provide customers with an easy-to-use MDM platform that allowed them to access their devices from anywhere and receive notifications of updates or problems on their mobile devices in real-time. Thanks to the high quality and scalability of Moki's MDM solution, UMA's customers can now control their devices remotely inside and outside meeting spaces.



WHY UMA OPTED WITH MOKI

UMA needed a provider that could meet all of their requirements and tick every single box, which includes a solution that allows full visibility of device status. After extensive research and review, however, they chose Moki as their MDM provider. With Moki, UMA can now use their API to retrieve data from the MDM platform and display it all in a single window to monitor multiple devices across different platforms.

This made Moki's solution stand out among the others, allowing UMA to easily monitor the status of their hardware and push updates without having to manage each device or customer panel individually. Overall, UMA chose Moki due to its comprehensive features that allowed them to increase efficiency while providing quality digitized service to their customers at an affordable price.



UMA RECOMMENDS MOKI FOR THEIR EXCELLENT SUPPORT & COMPREHENSIVE MDM SOLUTIONS

UMA wholeheartedly recommends Moki for their exceptional customer support and comprehensive MDM solutions. Over the past three years, Moki has provided UMA with 5-star customer service. Even with complex issues, the Moki Support Team has gone above and beyond to provide them with prompt and qualified assistance.

They are also highly impressed with Moki's comprehensive range of MDM Solutions that have allowed UMA customers to manage their devices while ensuring they remain secure. UMA attests that companies seeking a solution for their device fleets should choose Moki without hesitation, as their exceptional customer service and robust tools make them the perfect MDM provider.

