MOKI Customer Case Study

i6 GROUP

HOW i6 GROUP FUELS GLOBAL AVIATION WITH MOKI'S MANAGED TABLETS

Learn how Moki helps i6 Group deliver innovative fuel management technology by providing secure mobile device lockdown and remote management for thousands of tablets across six continents.

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ABOUT THE CUSTOMER: i6 GROUP

i6 Group is a global leader in aviation fuel management. The company combines expertise in aviation operations and software development to enhance operational efficiency and environmental accountability. Their specialized fuel management technology enables accurate data capture and provides insights that drive significant operational improvements.

For nearly a decade, i6 Group has partnered with Moki to support its mission. They provide customers with specialized, ATEX-certified tablets that run their proprietary software, tracking the end-to-end fuel process. This allows airlines and fuel providers to better understand and optimize fuel usage. With thousands of devices deployed at airports worldwide, i6 Group needed a simple, scalable, and reliable mobile device management (MDM) solution.

MOBILE DEVICE CHALLENGES: SUPPORTING A LARGE SCALE MOBILE DEVICE FLEET

Before Moki, i6 Group sought a solution that was both cost-effective and simple enough for their teams to manage without extensive training. An earlier solution they tried was unreliable, overly complex for their needs, and priced for large enterprises — all of which didn't fit their growth model.

Without a solution to meet their needs, i6 Group experienced several difficulties managing a global fleet of tablets in busy airports, including:

- Supporting device diagnostics remotely and minimizing downtime when issues arose during critical refueling operations
- Ensuring instant, secure access to devices located across six continents, at all hours
- Maintaining standardized device configurations and security, regardless of team or airport location

HOW MOKI PROVIDES A SOLUTION

Moki's platform became the backbone of i6 Group's support infrastructure. It gives them direct and quick access to devices for diagnostics and troubleshooting, which is critical for their customers' 24/7 airport operations.

In addition to helping solve for numerous operational challenges, Moki helped i6 Group realize several key business benefits, including:

- **Scalability**: Moki's per-device pricing model was a perfect fit, allowing i6 Group to grow its device fleet without facing prohibitive costs.
- **Simplicity and Control**: The platform was "simple and easy to use," enabling the team to learn it quickly. Moki provided the essential features they needed, including full mobile device lockdown, application launching, and settings control, without unnecessary complexity.
- **Dedicated Support**: Reliable vendor support was crucial. i6 Group found that other MDMs might offer similar functions, but Moki's support team was a key differentiator, providing responsive and effective help whenever needed.

i6 GROUP'S FAVORITE MOKI FEATURES

REMOTE SUPPORT

QR CODE DEVICE ENROLLMENT

DEVICE LOCKDOWN

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HOW i6 GROUP USES MOKI'S MANAGED TABLETS FOR AVIATION TODAY

i6 Group's business model involves providing customers with managed tablets for aviation that are dedicated to running their fuel management software. While the customers own the hardware, i6 Group uses Moki to manage the entire device experience.

The process begins when the deployment team sets up the hardware, installs the i6 application, and enrolls the device in Moki. From there, the support team takes over long-term management.

Here is how they leverage Moki's features:

Mobile Device Lockdown: Devices are completely locked down. This prevents operators from using the tablets for anything other than their intended purpose, such as browsing the web or accessing personal apps. This is a core component of their mobile device operations.

Remote Support: Moki's remote access is a favorite feature. When a customer at an airport on the other side of the world has an issue with the tablet or the application, i6 Group's support team can remote in, see what the user sees, and resolve the problem quickly.

Easy Deployment: The simple QR code enrollment process allows the deployment team to provision new devices quickly and consistently, no matter where they are in the world.

This streamlined approach to device management for aviation ensures a standard, reliable experience for all customers, reinforcing i6 Group's reputation for quality and support.

THOUSANDS OF DEVICES
MANAGED BY MOKI

6 CONTINENTS
WITH I6 GROUP OPERATIONS

9 YEARS
AS A MOKI CUSTOMER

24/7 OPERATIONS
SUPPORTED WITH REMOTE ACCESS

DOES i6 GROUP RECOMMEND MOKI?

When asked if they would recommend Moki, the answer from i6 Group is a definite "yes."

They emphasize that the relationship with the Moki team has been a key to their success.

While other MDM solutions exist, i6 Group has never felt the need to look elsewhere. The combination of a powerful, simple platform and exceptional support has made Moki an indispensable partner for the past nine years.

"Travis and the team are very responsive and they help out quickly. Having a great relationship with vendors is key to keeping the business running. The Moki team is excellent to work with."

i6 Group

MOKI HELPS STREAMLINE DEVICE MANAGEMENT ACROSS VARIOUS INDUSTRIES

See how Moki can provide the secure, simple, and scalable solution your business needs. Contact us today to learn more or schedule a personalized demo.

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