Scalefusion Remote Troubleshooting: Reduce Downtime of your Endpoints

Enroll and manage your Android, iOS, Windows and macOS devices and secure its operations using Scalefusion MDM.

Overview

Remotely mitigate device issues with Scalefusion Remote Troubleshooting. Mirror
device screens, troubleshoot issues and create and manage support tickets with a chosen ITSM tool, along with screenshots and recordings to reduce device downtime.

Benefits

- Improve business benefits by empowering your field-force
- Reduce device downtime while improving IT efficiency
- Remotely cast, control, record & capture the device screen as it appears to the end-user
- Connect with the end-user over VoIP calls, encrypted text & voice messaging
- Raise support tickets with context-aware information on desired ITSM tools within the dashboard

Introduction

Scalefusion Remote Troubleshooting coalesces distinct features of its mobile device management platform to reduce device downtime and effectually accelerate business growth. IT teams managing a dynamic device fleet operating outside of traditional work perimeters have a demanding task—to upkeep the device's performance at all times.

Scalefusion helps the enterprise IT teams streamline device troubleshooting and support ticket creation within the Scalefusion dashboard without navigating to multiple websites.

Scalefusion also helps troubleshoot device issues without the physical presence of IT teams or end-user intervention.

Scalefusion Remote Troubleshooting reduces device downtime significantly, eliminates the need to resolve the device issues physically, and slashes the logistic costs of bringing the device to a service center.

Remote troubleshooting: The advancing need for futuristic businesses

As businesses traverse towards digitization, it becomes imperative for enterprise IT to hatch solutions that help streamline device operations and performance, squeezing out the desired output from deploying digital devices for business. Businesses adopting digital transformation depend heavily on device performance and efficiency. The devices deployed to a remote workforce provide the workforce with access to business resources and drive operations for accentuated business benefits. The devices deployed at remote locations, such as kiosks, mPOS systems or digital signage, need to be up and running at all times to actualize the business benefits. Monitoring the device performance and security and troubleshooting device issues with quick fixes is essential for business growth. In the traditional IT-servicing models, the devices needing troubleshooting had to be physically examined, either by visiting the device location or transferring the device to a physical service center. Due to this sluggish process, the device downtime is drastically increased, increasing operational costs.

With mobile device management establishing the foreground for a perimeter-less workforce and using mobile technology for business, remote troubleshooting is a much-needed capability that can lessen the IT hassle, maintain device performance and economize IT efforts.

Scalefusion remote troubleshooting: Device troubleshooting at your fingertips

Scalefusion mobile device management emphasizes reducing IT efforts ushered in by mobility while leveraging the true potential for mobile devices for businesses. With Scalefusion Remote Troubleshooting, IT teams can quickly resolve device issues by casting screens of Android, iOS, Windows and macOS devices, monitoring the device functionalities as they appear to the end-user, providing stepwise instructions for resolution and escalating the device issue with support tickets, on the Scalefusion dashboard.

Using Scalefusion Remote Troubleshooting, IT teams can support their modern workforce and maintain the device's performance without compromising on the flexibility offered to the employees. A powerful combination of features that helps drive effective communication between diverse business divisions, Scalefusion Remote Troubleshooting revolutionizes the mobile device management strategy for enterprise IT.

While the conventional MDM solution can derive data-centric reports of the device performance, the IT has to coordinate between multiple apps and systems to communicate over calls and messages manually, obtain a detailed report of the device issue, resolve it by providing solutions over messages or calls or escalate it to the support team by raising tickets on an ITSM tool.

Scalefusion Remote Troubleshooting centralizes these activities within its elemental dashboard and reduces device downtime through quick fixes with minimum manual effort.

Let's see how:

Remote Cast & Control

Whenever a device issue is reported by the end-user or detected by the IT admin using device analytics or automated compliance checks, the IT admin can cast the device screen in real time as it appears to the end user. IT administrators can also record the casting session or screenshot device issues to implement accurate fixes and solutions. The IT admin can control and navigate the screen of select devices to initiate fixes.

Unattended Access

Even if the end-user is unavailable and the device is unattended, IT admins can still leverage Scalefusion to resolve device issues. IT admins can swiftly identify and rectify device issues, minimizing the impact on user productivity.

Also, Scalefusion's integration with Intel® AMT allows IT admins to troubleshoot Windows devices even when the OS is down or the PC's power is off. The benefit of this is minimized device downtime, which, in turn, enhances employee productivity.

Try it now for free

Register for a free 14-day evaluation at **www.scalefusion.com**

Get a Demo

Request a demonstration and see how Scalefusion can help you in managing your devices and securing your corporate data.

Book a Demo

IT Service Management with Ticketing Integration

Enterprise IT has to raise support tickets for device issues that are not resolved at their end. For this, businesses opt for third-party ticketing apps, such as Freshservice, to streamline support tickets and maintain up-to-date reports of the status of the device issue. With Scalefusion, IT admins need not navigate to different applications to raise appropriate support tickets. IT admins can integrate a ticketing tool of their choice with Scalefusion and can raise tickets with context-aware device information on the Scalefusion dashboard. The tickets include pre-populated context-aware device information such as OS version, device memory, battery status and connectivity details, along with the recording or screenshot of the device issue, which can help drive quick fixes from the support team. This allows IT teams to curtail ticketing efforts while speeding up the ITSM.

Summary

By integrating the abovementioned critical capabilities, Scalefusion MDM allows remote troubleshooting of devices, reducing downtime and operational costs of physically fixing device issues.

Instead of incurring on-site visit expenses or shipping devices for repair, IT admins can remotely diagnose and resolve problems, saving time and money.

Scalefusion enables IT teams to focus on core responsibilities rather than getting tied up with mundane device fixes through its robust feature set for remote troubleshooting.

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About Scalefusion

Scalefusion MDM allows organizations to secure & manage endpoints including smartphones, tablets, laptops, rugged devices, mPOS, and digital signages, along with apps and content. It supports the management of Android, iOS, macOS and Windows 10 devices and ensures streamlined device management operations with InterOps.

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