

HEALTHCARE PROVIDER TAKES A HOLISTIC APPROACH TO TECHNOLOGY

“The team was knowledgeable and there with us every step of the way. We made a great choice with Honeywell.”

Chad Schreckengost, Senior IT Infrastructure Analyst, Information Services, Gateway Health

Case Study



Gateway Health is a top-ranked managed-care organization that provides quality, affordable healthcare to more than 300,000 members. Finding its laptops cumbersome and its trusted BlackBerrys outdated, the company decided to switch to iPad tablets. But Gateway knew it didn't have enough staff to manage the challenges that arise in implementing new technology at a healthcare company. That's where Honeywell came in.

The Needs

Switch from BlackBerry® devices to Apple iPad® tablets for all company departments, enabling all employees to see sales progress in the field

Make the transition to a nimble platform while minimizing downtime for end users and keeping information secure

The Solution

Following an Apple referral, Gateway turned to Honeywell for a complete, end-to-end managed services solution for iPad devices. Under a multiyear agreement, Honeywell signed on to perform all aspects of iPad provisioning, staging, deployment, 24x7 end-user support for hardware, connectivity and application support, and device replacement and repair services.

In addition to leveraging the Honeywell suite of Managed Mobility Services, Gateway relied on the company for evaluation, testing and selection of a mobile device management (MDM) solution. With Honeywell's guidance, Gateway selected the MobileIron MDM platform, then employed Honeywell again for a complete MDM-as-a-service solution, including procurement, implementation and ongoing administration services.

The Benefits

- Leveraging Honeywell's expertise on the iOS platform, Gateway achieved rapid deployment of devices to meet end-user demand.
- Gateway distributed devices quickly and efficiently to new hires, with IT support and device replacement available 24x7. Since the program's inception, Honeywell has triaged and resolved thousands of helpdesk tickets and device replacements.
- The selection, deployment and ongoing administration of MobileIron by Honeywell allowed Gateway to offload all of the initial and ongoing heavy lifting required to secure devices to corporate specifications.
- The Honeywell 24x7 helpdesk addresses end-user issues quickly, replaces lost and broken devices, and offers users troubleshooting tips, such as how to enable hotspots.

For more information

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