

The story of Andalusia Hospitals

Bringing excellence to Healthcare

With Mohamed Yahia AbdElKader | IT System Administrator at Andalusia Hospitals



Quotes

“Topnotch customer service whatever my region time I find someone answer me and give support, Ability to Schedule new requests for features didn't exist, MDM with awesome mobile tracing system... For that I recommend Hexnode”

Industry

Healthcare

Location

Jeddah

Website

<http://www.andalusiagroup.net/>

Platforms



The story

Entrepreneur Dr. Darweesh Zagzoug started Andalusia Hospital as a single hospital in Jeddah in the year of 1984. From that, Andalusia has emerged as a leading medical service giant in just 30 years. Now Andalusia is one of the biggest healthcare networks in the Middle East. Several institutions, like general hospitals, dental centers, polyclinics, and supporting service units, constitute the Andalusia group. With the mission of improving the healthcare facilities and thus improving the quality of life all over the Middle East, Andalusia envisions the transformation of healthcare facilities to global standards. Andalusia’s main circle of operation is in Egypt and Saudi Arabia.

When Mohamed Yahia AbdElKader, IT System Administrator at Hai Al Jamea hospital, Andalusia Group contacted Hexnode MDM solution, he was in dire need of an MDM with location tracking solution which gives extensive reports. The Android devices that were deployed by the corporation needed to be tracked without any fail. The location tracking and report was the sole option to determine employee performance. Along the process of trying out solutions after solutions, Mohamed came across Hexnode MDM and didn’t look further.



The Marketing team at Hai Al Jamea hospital keeps travelling in the line of their work. Mohamed needed a complete location report on each individual. Hexnode MDM provided the exact solution for that. The report provided the location, latitude, longitude, time, and duration based on the time period it is set to fetch the location. Though some of the minute features were not available at first, Hexnode provided all these features in a short span of time. The support team which was so quick to respond left no requests unanswered and every small issue was rectified immediately. The implementation of Hexnode MDM was smooth, as promised.

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Hexnode MDM met with their basic requirements for inventory management like remote wipe, remote lock, device syncing, and compliance checking. The location tracking feature helped fetch location at periodic intervals ranging from 15 minutes to 24 hours. The location history of each employee could be exported as a PDF or CSV file with elaborated details such as employee details, location, duration, start time, end time, latitude, and longitude. Scheduling the reports in Hexnode MDM enabled the administrator to receive regular updates on the status of the events that needed close monitoring. These reports were sent via email at the time period specified by the administrator. Custom roles could be assigned to multiple technicians so that they could log in to the server and access only the permitted section in the MDM server. In the case of Andalusia, a second technician needed access to the reports section alone in Hexnode MDM, while the complete control still resided with the main technician. Since the employees were evaluated based on the location reports from Hexnode MDM, the usage of any mock location apps were disabled by the solution. If any mock location app is enabled, the location scan fails, saying “location data unreliable (from mock location app)” in the device Actions list. The Hexnode MDM app provided a location push button for the users, which they could use to push their current location details to the MDM server manually.

In a nutshell

The implementation of Hexnode MDM enabled the IT department of Hai Al Jamea hospital to manage and track the location of all the mobile devices deployed in the marketing and sales department. The complete location history report on each individual device provided solid information about the behaviour of the users. The location check-in feature incorporated in the app allowed the users to push their current location manually when required.