



We Saved Brink's Money **Here's How**

2024

CASE STUDY



Table of **Contents**

Executive Summary

Company Snapshot

Problems Scaling Safety And Productivity

Moving Beyond Legacy's Limitations

Managing Fleets At The Pace Of Business

Brink's Entire Fleet Through A Single Viewport

Fast Fixes For Reduced Downtime

Safety And Productivity Gains At Scale





Executive Summary

Brink's Malaysia upgraded to a modern fleet management platform that seamlessly scales, with an intuitive UI that enables them to easily migrate, onboard, and manage all their auto-ID devices from a single pane of glass.

Brink's realized immediate savings in software costs, operational expense and IT overhead. The organization simplified platform management and enhanced the security for its device fleet by adopting a more modern, scaleable, Edge-of-Things (EoT) platform.

Company **Snapshot**


The Brink's Company (NYSE:BCO) is the global leader in total cash management, route-based secure logistics and payment solutions. Their customers include financial institutions, retailers, government agencies and other commercial operations around the world. Their global network of operations serves customers in more than 100 countries.



Founded in 1859,
initially as a secure
transportation service
for gold dust and coins
during the California
Gold Rush

Involved in notable
historical events, such as
transporting the Hope
Diamond and guarding
US Bullion Depository
at Fort Knox.

Problems At **Scale**

A thick black vertical bar on the left side of the page, with a thin black line extending downwards from its base.

Brink's recently deployed new Android-based PDAs with custom applications for cash handling and logistics. The organization wanted to tighten security and ensure its guards are being productive while adhering to the strict terms of their service level agreements (SLAs). Their old MDM wasn't cutting it. Built on legacy technology, it was expensive to run, hard to use, and offered limited support. Worse, updates were slow, cumbersome, and required downtime.

For a leading Asian enterprise where safety and reputation are everything, these shortcomings were unacceptable.

Moving Beyond **Legacy's Limitations**

Brink's needed a secure way to track all of their employees, assets and valuables in real time, without disruptions to service or productivity even in offline environments.

Making device security and policy dependent on an internet connection didn't serve Brink's needs operational safety and reliability.

Unlike their old solution, Springmatic can lock lost or stolen devices with or without an internet connection.



Managing Fleets At **The Pace Of Business**

Brink's wanted a seamless experience that allows them to spend less time managing employees and assets, and more time doing business.

Springmatic's modern interface was simple to learn and use, without weeks of training, an overly complicated UI, or the fear of messing things up.

They liked that updates are controlled and can be pushed instantly in a granular way, so admins are in full control of the workflow, enabling Brink's to conduct A/B testing and staging how they need.



Fast Fixes For **Reduced Downtime**

When devices go down, risk goes up. Errant employees, stationary trucks, broken connections--all substantially raise the risk for delays and even theft. So when a device breaks, it needs to be fixed fast.

Brink's loves how Springmatic's Team Remote Control (Team RC) enables multiple team members to remotely control one or more devices simultaneously in real time, enabling faster fixes and greater availability.

It gets Brink's employees and the devices they rely on, safely back to business.



Brink's Entire Fleet **One Viewport**

Armored truck operators use their auto-ID devices for communication, barcode scanning, and to run custom applications that Brink's needs to run the cash management workload and satisfy their SLAs.

Springmatic is deployed across all their devices throughout Malaysia. The UI scales to allow for their entire edge of devices to be monitored through a single pane of glass, with the capability for teams and admins to remotely monitor, troubleshoot and debug devices fast and efficiently.





Conclusion

Brink's chose Springmatic to replace its legacy MDM, which was hard to manage, scale and understand.

They replaced it with a modern fleet management platform that seamlessly scales, employs an intuitive UI that enabled Brink's to efficiently migrate to a true enterprise-grade EoT.

Springmatic allowed Brink's to realize immediate savings in software costs, operational expenses and IT overhead. They also simplified device management and enhanced security and productivity over its entire fleet.