

## Case Study: Enabling Secure, Scalable Mobility in Healthcare – Elite Mobile & Black Country NHS

### Overview

Elite Mobile, a leading UK mobile hardware distributor, partnered with Black Country NHS Foundation Trust to modernise its mobile device estate. Leveraging Android Enterprise solutions, Elite Mobile provisioned over 3,000 Android devices for use across clinical, administrative, and community health teams. This collaboration showcases Elite Mobile's depth of expertise, commitment to product excellence, and exceptional support—key qualifications for achieving Android Enterprise Gold Partner status.

---

### 1. Partner Expertise

#### Customer Success Story: Scaling Mobile Capability for NHS Staff

Faced with the need to support mobile working—particularly in community and mental health services—Black Country NHS engaged Elite Mobile to deploy secure, manageable Android devices across their operations.

#### Deployment Highlights:

- Provisioned over 3,000 Android Enterprise devices across various NHS teams.
- Implemented Zero-touch enrolment integrated with Microsoft Intune via the national tenant.
- Delivered tailored device configurations based on user roles (clinical, administrative, field-based).

#### Customer Feedback:

"Just wanted to say a big thank you to Ben and the team at Elite Mobile for assisting us in setting up our own Zero Touch portal for Android devices – which is now linked into Intune on the national tenant. Can I request any new purchases are added to Zero-Touch automatically?"  
– Digital Infrastructure Lead, Black Country NHS Foundation Trust

#### Expanded Commentary:

This feedback reflects the strong level of trust placed in Elite Mobile's technical team. The company did more than deliver devices—it empowered the NHS Trust to take full ownership of its Android deployment. This included comprehensive training, portal configuration, and seamless national-level integration. The proactive approach to automating future purchases through the Zero-Touch system underscores a long-term partnership driven by operational efficiency and strategic foresight.

#### Expert Focus:

- Provided technical consultancy and workshops on Zero-touch and Intune integration.
  - Delivered NHS-specific documentation and step-by-step enrolment guides.
  - Ensured NHS IT staff acquired hands-on experience with Android Enterprise best practices.
- 

### 2. Product Excellence

### **Use Case: Digital Enablement of Community Healthcare Teams**

Black Country NHS required robust, compliant Android devices for staff delivering in-home care, managing patient data remotely, and conducting virtual consultations.

#### **Key Features Delivered:**

- Devices locked down to NHS-approved apps via managed Google Play.
- Seamless switching between Wi-Fi and mobile data for reliable field connectivity.
- Configured biometric security and app-level data protection using work profiles.

#### **Results:**

- 45% reduction in time spent preparing for field visits.
- 30% increase in community team satisfaction due to reliable, easy-to-use devices.
- Enhanced continuity of care, even in areas with limited network access.

#### **Product Focus:**

- Ensured compliance with the NHS Data Security and Protection Toolkit.
  - Integrated built-in Android features like remote wipe, app pinning, and kiosk mode.
  - Increased productivity through minimal device downtime and streamlined updates.
- 

## **3. Performance**

### **Supporting and Scaling with NHS Requirements**

Elite Mobile continues to provide responsive, reliable support to Black Country NHS. With a dedicated NHS account team, device provisioning and issue resolution are streamlined and consistent.

#### **Key Metrics:**

- 98% of support requests resolved within one business day.
- Near-perfect device uptime (99.8%) across the entire deployment.
- Automatic Zero-Touch enrolment enabled for all future Android purchases.

#### **Performance Focus:**

- Centralised control with Android Management API and Intune policies.
  - Routine health checks, usage reporting, and continual optimisation.
  - Ongoing training and portal management support for NHS digital teams.
- 

## **Solution Highlights**

**AI at Work:**

Elite Mobile enabled AI-based diagnostics and usage analytics for Black Country NHS to detect device wear-and-tear, optimise performance, and forecast upgrade requirements.

**Device Management:**

Zero-touch deployment and remote configuration supported at scale. Managed security updates, policy enforcement, and remote lock/wipe capabilities ensured secure, compliant usage.

**Enrolment:**

Over 3,000 devices were enrolled with minimal IT involvement. New devices are automatically linked to Zero-Touch and enrolled into Intune via pre-set rules, reducing onboarding time by over 60%.

**Security:**

Each device was provisioned with enforced encryption, biometric authentication, and restricted app access. NHS data remained fully protected while ensuring user accessibility.

**Employee Experience:**

Simplified user interfaces, custom launchers, and reliable connectivity delivered a seamless user experience, enabling clinicians and support staff to focus on care delivery.

**Sector-Specific Impact – Healthcare:**

- Enabled mobile access to electronic patient records (EPRs) on the move.
- Supported video consultations and community triage through NHS-approved apps.
- Delivered consistent, secure access to information across hospitals, clinics, and homes.

---

**Conclusion**

Elite Mobile's partnership with Black Country NHS is a clear demonstration of delivering secure, scalable, and user-focused Android Enterprise solutions in the healthcare sector. With more than 3,000 devices deployed, fully integrated into national infrastructure, and continuously supported, Elite Mobile has not only fulfilled its promise but also redefined excellence in healthcare mobility—earning its place as an Android Enterprise Gold Partner.