esper

Esper Guide

6 ways Esper drives efficiency and cuts costs

Streamlined device provisioning

Esper's streamlined provisioning process consolidates enrollment, provisioning, and configuration into a single, customizable template. You set device rules once, then apply them to any number of devices, reducing onboarding time and manual steps. This efficiency minimizes unnecessary and repetitive actions, saving your IT team time and effort to ultimately reduce your labor costs.

Esper's efficiency in action

An Esper customer was struggling with an extensive 100-page instruction manual for each new device they needed deployed. With a high risk of human error, this meticulous process consumed valuable time and resources that could have been better allocated to higher-value tasks. Esper's automated device provisioning streamlined this cumbersome approach, **reducing the steps involved by up to 80%.**

This reduction in manual, repetitive tasks directly resulted in more efficient labor utilization. This process could now be completed faster and with less resources for the same volume of devices, **saving the organization on labor costs and redirecting the focus of their IT staff to more productive ativities.**

Struggling with a tedious device provisioning process?

Discover how Lula used Esper to optimize its provisioning process and reach new heights of productivity.

Read the case study

02

Seamless remote control

Esper's remote control lets you see and control a device without physical access. You can replicate an issue, transfer files, record the screen, retrieve logs, and more from anywhere. By remotely troubleshooting you can substantially increase IT support efficiency thereby reducing IT support costs. And with Esper's remote control fully integrated into our console you can save the cost of additional subscriptions like TeamViewer. No more wasted budget!

Esper's efficiency in action

Many IT teams rely on cumbersome phone-based troubleshooting, leading to miscommunications, delayed resolutions, and hair pulling. These minor glitches can, and often do, snowball into major problems, risking costly device recalls.

Esper turns troubleshooting into a breeze. Instead of a tedious phone call, IT teams can swiftly diagnose and debug issues from afar, **ensuring precise solutions and minimizing errors.** The cherry on top here is that remote control not only increases efficiency, but it also reduces IT support costs. IT teams **are no longer reliant on costly on-site support visits or sending devices back to manufacturers for repairs — or even worse, replacing devices altogether**. More efficient and cost effective. A win-win!

Want full control of your devices?
Learn how Ordermark used Esper's remote control to reduce downtime and improve customer service.

Read the case study

03

Real-time telemetry and alerts

Esper's advanced device telemetry isn't just data — it's a protective shield against costly problems. You can see the exact status of any device in your fleet and set up real-time alerts to know the minute things go wrong. IT teams can swoop in to swiftly solve issues, increasing productivity and protecting your revenue-capturing assets from going down. Your devices stay up and your revenue stays with them.

Esper's efficiency in action

Picture this: To cut costs during the off-season, a restaurant powers down a few POS stations. Now that they're back online, they fail, inhibiting employees from responding to swells in foot traffic. With Esper, IT can quickly solve this (proactively prevent it), to ensure uninterrupted operations and revenue capture.

With an alert that the systems are malfunctioning, IT can see the systems never received required updates and quickly deploy the needed fix, **minimizing downtime and revenue loss.** To be proactive, IT could set up an automatic alert for franchise managers to power on devices when they've been offline for an out-of-policy amount of time to receive needed updates, **preventing downtime from occurring at all.**

Need more visibility into your devices?
Learn more about how Esper's device telemetry lets you stop guessing and start knowing what's happening with your devices.

Learn More

04

Staged software updates

Esper's staged rollouts ensure a safe, scalable approach to software deployment. Start with a small group of devices, then effortlessly scale up to avoid the pitfalls of blanket updates. Automatic checks detect and pause updates when potential issues arise, while real-time notifications mean you don't have to babysit deployments. Whether it's updating apps or implementing critical system upgrades, you can streamline the entire process, creating more secure devices, increasing uptime, and lowering device management cost. Who doesn't want that?

Esper's efficiency in action

Esper's staged rollouts ensure **confident and smooth software delivery every time.** Without staged rollouts, managing updates across multiple app or system versions is a hands-on, time-consuming ordeal. This manual approach often causes teams to avoid pushing updates, limiting device performance and leaving devices open to costly attacks. **By deploying in stages, bulk updates become as easy as deploying an update to a single device.** Start with a subset of devices, whether it's a single device in a test lab or a group of devices at a specific location, to ensure the update works. After testing you can easily extend the update to all of your devices with confidence. **Errors are contained, downtime is minimized, and IT is spared from needless headaches.**

Software deployment made easy

Better software delivery lets you optimize IT resources, minimize downtime, and iterate at your own pace.

Learn More

05

Extended hardware lifecycle

Say goodbye to costly device replacements! **Esper Foundation** breathes new life into your existing x86 hardware with a secure, customizable, and proven Android platform. It's as simple as turning on your devices, and voila! Esper takes care of the rest, saving you substantial costs and streamlining your hardware journey effortlessly. Cost savings and the freedom to make hardware decisions at your own pace — now that's peace of mind!

Esper's efficiency in action

When your Windows x86 devices approach end of life, things can go bad fast. No more OS updates or security patches leaves you exposed to major vulnerabilities. The typical rip-and-replace strategy can drain budgets for companies of all sizes — the more locations you have, the more expensive it gets.

Esper offers a way to **remotely migrate those aging x86 devices to Android,** breathing new life into the old equipment. **This not only saves your hardware investment, but Android often brings a performance boost and an enhanced user experience.** You save money while getting more out of your existing devices and enhancing digital security.

Maximize the value of your equipment

Discover how Esper can extend the life of your existing x86 hardware with an enterprise-grade Android solution.

Discover Esper for x86

Optimized device utilization

Esper gives you a crystal-clear window into your entire device fleet. You can see detailed usage data for any device in real-time, in a single location. With this at your fingertips you can easily identify underutilized assets and strategically repurpose them, saving you from need-less hardware expenses. When you maxi-mize the potential of your devices, you minimize wasted spend.

Esper's efficiency in action

Esper helps you ensure every device in your fleet is working toward your success. Take the retail experience for example. Devices are the backbone of the modern retail store's landscape — whether it's tablets for inventory, POS systems for transactions, or customer kiosks. Using Esper's device usage data, a retail store manager can see they have an underutilized tablet relegated to occasional inventory checks in the backroom. Instead of letting it collect dust, they repurpose it as a customer service tool near the store entrance, avoiding an expensive kiosk purchase. Now, customers can easily check product availability and place orders, **enriching their experience while saving the store an unnecessary hardware purchase.**

Ecom Express saves 20% in OpEx with Esper

See how Ecom Express used Esper to turn their device fleet into a cost-saving, highly productive asset that propels their business forward.

Read the case study

Learn more about Esper

Time to up your device management

Esper is built on the principle of efficiency. Our platform automates device management tasks so your work gets easier while your devices get more secure and reliable.
If your current MDM doesn't do this, you're paying for software that costs you time and money instead of saving them. Your MDM should be what helps you succeed, not what holds you back.

That's why Esper exists. Esper is better device management, but you don't have to take our word for it — **download this feature by feature comparison of Esper vs traditional MDMs** or **sign up for a free trial** and try it out for yourself.