



## Samsung Knox success stories

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# Empowering the frontline with Samsung Knox Suite

How West Midlands Police uses Samsung Knox to reduce downtime, streamline operations, and keep officers in the field.

## Facts and figures

More than

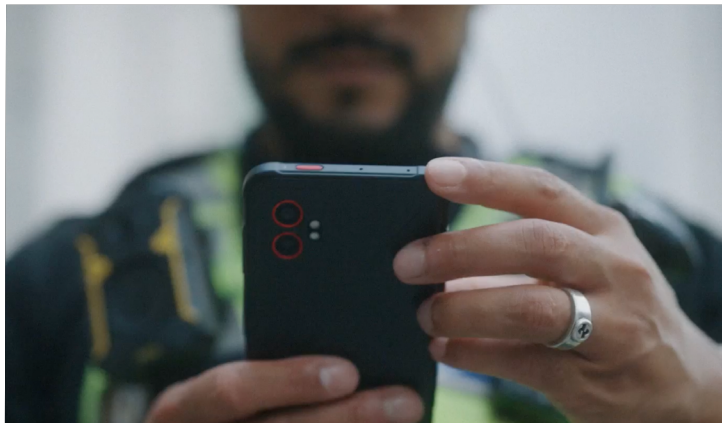
**3 million**  
people served

across

**348 mi<sup>2</sup>**

by staff of

**14,000**



### 01 About the West Midlands Police

## West Midland Police

West Midlands Police (WMP) is the second largest territorial police force in England and Wales, serving more than **3 million** people across a wide and complex urban area. With over **14,000** officers and staff, WMP operates in an environment where every second counts. For them, technology failures aren't just inconvenient—they can jeopardize lives and escalate already demanding situations into life-threatening ones.

Mobile devices are a critical tool for officers in the field. They're used to access information, capture evidence, and complete tasks in real time. When devices are slow to deploy, difficult to manage, or unreliable, it creates frustration for officers and adds strain for IT teams working to keep systems running smoothly.

To reduce this pressure and provide faster, more reliable access to information, WMP adopted Samsung Knox Suite - Enterprise Plan, using it alongside their existing mobile device management platform.



## 02 Challenge

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**“Security is absolutely imperative. It’s our number one concern, and my number one priority.”**

**Helen Davis**

Service Director,  
IT and Digital & Information Management



Before Samsung Knox, managing thousands of devices was time-consuming and stressful for both IT teams and frontline officers. Setting up a single device could take **up to three hours**, making large-scale deployments difficult to manage efficiently.

At the same time, if a device was lost or stolen, IT teams had limited control, introducing security concerns, such as sensitive information falling into the wrong hands. Once devices were in use, they also had **limited insight into how they were performing**. Issues like poor battery life, slow apps, or heavy data usage often only came to light *after* officers were already frustrated or unable to work efficiently.

**Keeping software consistent across the fleet** was another challenge. Different operating system versions and update timings increased confusion and support requests, pulling IT teams away from more strategic work. When devices failed in the field, officers frequently had to return to the office to get help, adding pressure on both officers and support teams.

Overall, technology that was meant to help often added stress.

"It's not just a supplier customer relationship; it's a true partnership where Samsung supports us well, going beyond just selling consumer electronics."

**Gregg Hudson**

Mobility &amp; Automation Manager

**03 Solution**

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With **Knox Suite - Enterprise Plan**, WMP removed many of the daily frustrations that slowed down officers and IT teams down.

**Knox Mobile Enrollment** cut device setup from hours to under 15 minutes, getting officers up and running faster while helping secure sensitive information if devices are lost.

Using **Knox Asset Intelligence**, IT teams can see how devices are really performing day to day—making it easier to spot even the smallest of issues early, before they impact officers in the field.

With **Knox E-FOTA**, software updates are controlled centrally and run quietly

in the background, keeping devices consistent and updates non-disruptive.

**Knox Service Plugin** ensures every device behaves the same way, without officers needing to adjust settings themselves.

When problems do occur, **Knox Remote Support** allows IT teams to resolve most issues remotely, keeping officers in the field.

With **Knox Capture**, everyday tasks like scanning evidence barcodes are faster and more accurate, reducing manual errors and saving time.

“Helping people is clearly my passion. These Samsung devices help me achieve that goal.”

**Jason Walters**

Sergeant, West Midlands Police



**04 Result**

By adopting Knox Suite - Enterprise Plan, WMP achieved:

- Faster device rollout at scale
- Reduced IT and officer downtime
- Improved security and compliance
- Greater insight into device usage and performance
- Measurable time and cost savings

Overall, IT service tickets shifted significantly, **moving from 80% complaints** about technical issues to **80% requests for additional features** and devices.

As a result, WMP spends less time troubleshooting technology and more time focusing on their work in the field—where it matters most.



# SAMSUNG

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