



## CASE STUDY

### **CipherLab RS31 Empowers Workers with Real-time Accessibility through Microsoft Remote Desktop App (RDP)**

Created by a world leader in the world leader in gases, medical technologies and services for Industry and Healthcare, the enterprise is one of its subsidiaries to provide home healthcare service, and supplying medical devices and patient follow-up services, such as oxygen therapy, assisted breathing, treatment of sleep apnea and etc. It provides a link between patients, doctors and home healthcare professionals to help ensure a successful home return for patients. Their staff will visit patients in their homes for testing services to make sure the equipment's optimal efficiency and condition for patients.



To further maximize workers' efficiency in the field, the enterprise is searching a new mobile device as optimal companion for the work. Our partner in Denmark is therefore approached and consulted. The enterprise adopts a simple off-line handheld terminal, which is out-of-date no matter in functionality or technology. Meanwhile, their existing backend system of customers and products is proprietary based. The purposes they would like to reach through the new solution include system compatibility and maximum practicability of on-line operations to streamline working flow.

CipherLab RS31 is the new handheld terminal adopted due to its capability of running Microsoft Remote Desktop app (RDP), which perfectly bridges the workers and the backend system. The new solution makes it easy for workers to complete online operations right on the spot, as well as to acquire guides and manuals when it's necessary. The RS31 is a "business tool" designed with smartphone-like user behavior to deliver user friendly experience and raise user acceptance. Additionally, to fulfill enterprise's requirements to a "business tool", the RS31 also comes along with several free tools to expand its flexibility in customization. For example, App-Lock is used to create a clear user interface, in which only task-related apps will be shown on the screen, helping further enhance reliability for workers.

To check out more product information about [RS31](#) or other case sharing in the pages of [CipherLab connection](#).

**Headquarters**

**CipherLab Co.,Ltd**  
12F, 333, Dunhua S. Rd.,  
Sec. 2,  
Taipei, Taiwan 10669  
Tel: +886 2 8647 1166

**CipherLab Electronics  
Trading (Shanghai) Co.,  
Ltd.**

J Room, 4F, No.728 West  
Yan'an Road. Changning  
District,  
Shanghai, China 200050  
Tel: +86 21 3368 0288  
TOLL FREE: 800 488 688 8888

**CipherLab USA Inc.**

2552 Summit Ave. STE  
400 Plano,  
Texas 75074, USA  
Tel: +1 469 241 9779  
Toll Free: +1 888 300 9779

**CipherLab Europe**

Cahorslaan 24, 5627 BX  
Eindhoven, The Netherlands  
Tel +31 (0) 40 2990202