



**James Walker utilise  
Wisemo Remote Control**  
to provide quick and  
effective remote support  
to their mobile workforce.

**James Walker**<sup>®</sup>

As a dynamic global business, James Walker applies their materials and applications engineering expertise to the design and manufacture of high-performance sealing and joint integrity systems for critical applications across virtually every industrial sector.

In 2021, James Walker implemented Wisemo Remote Control to securely access and support their Zebra handheld devices being used across different manufacturing sites.

*“Due to the distributed and segmented nature of our network, we needed flexible connectivity options and the Wisemo myCloud service complemented our existing on-premises capabilities.”*

**Mark Wilson**

Technical Support Analyst  
James Walker

#### **Maintaining Uptime for Mobile Devices**

Staff at various manufacturing sites often encountered complex problems requiring expert intervention and the need to maintain operational excellence is crucial. Whilst Wisemo can run on different platforms, the IT team needed a solution that would provide them with secure access to their Zebra TC53e and TC52 handheld devices running variations of the Android operating system. Without a reliable remote access tool, the IT team were facing challenges with:

*“Being able to leverage the cloud and centrally govern access and permissions with a zero-trust approach was a major factor in choosing the WiseMo solution.”*

**Mark Wilson**

Technical Support Analyst  
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- High Travel Costs: Without local IT expertise, technicians travel to remote sites to resolve issues, increasing operational expenses.
- Security Concerns: Providing remote access without compromising data security was a critical requirement.
- Connectivity Challenges: A single solution was required to reach local devices whilst catering for the increasing need to support remote sites with complex network infrastructures.

**Eliminating Distance**

With the addition of the WiseMo cloud management service in 2025, James Walker could now securely access and troubleshoot their mobile devices from anywhere and in any location. Key features included:

- Real-Time Control: IT specialists could take control of devices instantly, reducing resolution times.
- Powerful Toolset: With the file transfer capabilities, the IT team can update on-device apps and settings without having the device returned to HQ or sending technicians on-site.
- Secure Connections: End-to-end encryption, multi-factor authentication and centralised access permissions safeguard sensitive data, no matter the device location.

**Technology That Makes a Difference**

By leveraging remote control software, James Walker extended its support model, achieving operational efficiency, cost reduction, and superior customer service.



*“This approach demonstrates how technology can empower IT teams and deliver measurable business value. Technology doesn’t just solve problems – it transforms operations. Thanks to WiseMo, our support team can keep our mobile workforce focused on what matters most: delivering excellence.*”

*WiseMo’s UK partner, Maitek Solutions, has been on hand to provide support during our evaluation and beyond. The solution is a valuable tool, meeting all our requirements and will easily adapt to our growing needs without additional infrastructure.”*

**Mark Wilson**

Technical Support Analyst

James Walker

Get in touch about WiseMo Remote Control.  
Reach out for a chat and get a free 30-day trial.  
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