How to Manage Company Phones and Tablets as You Grow

Plan company and personal device management, enrollment, apps, lost-device support, and employee changes. Request a mobility management review from BlueHouse.



Published 2026-11-17 | Reviewed 2026-11-17

Open the live guide and interactive tool

A growing mobile fleet creates work every week. Employees join, change roles, leave, lose a phone, or need an app that was never part of the original device order. A drawer of spare tablets and a spreadsheet of carrier lines rarely explain which devices are managed, who can support them, or what happens when an employee's work access should end.

This guide helps you define how the fleet should run after deployment. It covers company-owned phones and tablets, shared devices, and approved use of personally owned devices. The goal is a management and support brief that matches the way people work. BlueHouse Telecom can review your current approach and help scope wireless, device, management, and support options for the next stage of growth.

1. Group devices by ownership and daily use

Start with a current inventory that connects each physical device with its owner, user or shared role, carrier line where applicable, and management status. Keep purchased hardware, active subscriptions, and spare inventory as separate fields. A spare device can be useful without needing its own active service all year. Ask the department owner to confirm what work each group performs and which applications it needs.

Separate employee-assigned company equipment, shared operational devices, and personal devices approved for work. A personally owned phone used for email has different privacy and support expectations from a company tablet dedicated to dispatch. Put those expectations into the buying brief before selecting a management mode. Record which groups are allowed, who approves an exception, and the supported device and operating-system requirements to verify.

Android Enterprise describes management options for work and personal use, business-only devices, and devices serving a specific function. Use those models as a starting point for the discussion with your provider. Have it show the exact enrollment and management capabilities for the hardware, operating system, and management platform in the quote. The product name alone does not establish that every device group can follow the same policy.

2. Explain work and personal data boundaries

Give employees a clear description of what the organization manages and what support staff can see or change. Have the appropriate business and privacy owners approve that description. Include the consequences of enrollment, the scope of support, and the process for leaving the program. The communication should match the configured management mode and the device's ownership, with a place for users to ask questions.

Android Enterprise's Work Profile documentation describes a separation between work and personal profiles, including management of approved work apps. A business evaluating personal-device use can ask for a demonstration of that separation on a supported sample phone. Confirm the management provider's actual capabilities and any conditions. Avoid making one privacy statement for a mixed fleet when the enrollment types and retained controls differ.

Document the business decisions behind location, reporting, and remote-management features if those features are needed. State who can authorize an action and why. Give routine help-desk users only the role they need for their duties and ask the provider to demonstrate those duties with fictional records. The useful procurement evidence is a supported process employees can understand and administrators can operate consistently.

3. Make enrollment and app delivery repeatable

Ask who is responsible for preparing a new device and how the device reaches a useful working state. Enrollment can depend on the hardware source, enrollment program, management service, user identity, and supported operating system. Have the provider identify those dependencies before the order. A fast hardware shipment is only one milestone if a worker still cannot sign in or use the required app.

List required apps by role and mark any configuration, subscription, or support requirement attached to them. Decide which team approves a new app and who tests a major change with a representative group. Record the minimum ordinary tasks the device needs to complete. Android's management overview describes Managed Google Play as a way to deploy and manage selected apps. Ask the supplier to demonstrate your intended workflow with the quoted service.

Include existing devices in the review. The management team should explain whether their condition and enrollment history support the intended mode, what preparation is needed, and how any user impact will be handled. A mixed fleet can be supported with more than one approved enrollment method when that is the right design. Price the discovery and migration work explicitly rather than assuming every existing device can be enrolled as though it were new.

For shared equipment, ask how the approved work moves between shifts. The next user should have the intended apps and business information without depending on the previous employee's personal account. Have the operations owner review that experience on a sample tablet and name the person responsible for charging, storage, and replacement. Include those ordinary responsibilities in the staff instructions and the support scope.

4. Assign support for lost devices and employee changes

Give employees one clear route for reporting a missing or unusable device. The support process should identify who assesses the report, which authorized actions are available for that device group, and who approves a replacement. Ask the supplier to use a fictional case to demonstrate the handoff between the help desk, carrier account team, management administrator, and department owner. Record the response expectations you are actually buying.

Plan onboarding, role changes, and offboarding together. A manager should be able to request the required access for a new worker, change that access when duties change, and close it when employment or approved use ends. Connect the request with device return, application access, and the carrier line decision. These are related workstreams with different owners, so a completed HR task should lead to verification that the mobile tasks were completed too.

Microsoft's Intune documentation distinguishes a supported Retire action that removes managed work data from a full device wipe and notes that execution depends on the device checking in. Use that distinction as a procurement question. Ask the proposed platform to show which actions apply to each enrollment mode, what staff can verify, and how unresolved cases remain visible. Have authorized administrators handle actual actions through the organization's approved process.

5. Work through a fictional growing-fleet review

Imagine a company with 42 employee-assigned phones, 12 shared work tablets, and 18 personal phones approved for selected work apps. That is 72 devices in scope, divided into three ownership and use groups. The company also has six spare phones available for replacement. Keep those spares in the hardware inventory and ask whether they need management or cellular subscriptions under the proposed operating model.

The review chooses one new-user event, one routine app change, and one departure event for each of the three groups. That creates nine lifecycle demonstrations. It adds one fictional missing-device case and one spare replacement case, for 11 demonstrations in the initial review. These counts illustrate a procurement exercise. The real scope should reflect the supported models, applications, and events your team needs to operate.

For each demonstration, record the request, approver, administrator task, user outcome, and evidence of completion. Let the people who will perform the work review the result. If an event requires a different subscription or service, add it to the quote. A fleet design is ready for wider use when the business understands its supported groups and the teams can complete the agreed daily processes.

Example group	Quantity	Management question
Employee-assigned company phones	42	Which work and personal use is approved, and who owns support?
Shared work tablets	12	How are role-based apps, handoffs, and replacement handled?
Personal phones approved for work	18	Which work data and apps are managed under the approved policy?
Total active groups in the review	72	Reconcile with management licenses and the separate carrier inventory.

6. Buyer checklist for ongoing device management

Prepare an operating brief before asking for a platform demonstration. Include the device groups, ownership rules, major apps, support hours, and the people who approve changes. Give the proposal team the count and age range of existing devices and any planned expansion. Mark the facts that need verification so discovery can be priced and scheduled as part of the service.

Decide what records the business receives after enrollment and during ongoing support. The agreed device roster should let your team see which equipment and subscriptions are in scope, who uses them, and which issues remain open. Ask how the provider handles additions and departures in its reporting. Keep serial numbers, actual employees, and account details within the authorized project and support systems.

- Reconcile assigned, shared, personal, and spare devices with their approved uses.
- Approve privacy communications and the management scope for each group.
- Name owners for enrollment, apps, support, employee changes, and the carrier account.
- Define a representative pilot and the evidence required before accepting the service.

7. Questions to ask a management provider

Ask the bidder to demonstrate each ownership model using representative supported hardware. Have an ordinary help-desk user complete the tasks included in the service and explain which tasks need a different administrator. Review the employee experience as well as the management console. A feature list can miss the steps users must complete or the exception your support staff will need to investigate.

Confirm whether the management quote includes implementation, ongoing administration, or access to software for your own staff to operate. Ask who supports the management platform, carrier service, devices, and business apps when a user reports a problem. Review what changes are included, how requests are approved, and the records provided if the business later changes providers. These operating terms affect the value of the service as much as its subscription rate.

- Which models and enrollment types are supported for our actual devices?
- What can employees and support staff see, manage, and verify in each mode?
- How do you handle a new starter, a role change, a departure, and a missing device?
- Which implementation and support work is included, and how is growth billed?

8. Main cost drivers and your BlueHouse next step

The principal cost groups are management licenses, discovery and enrollment, app preparation, staff training, support, device replacement, and any separate cellular service. Mixed ownership and legacy devices can add project work. Request a quote by approved group and compare the same support scope and term. Ask how staged enrollments, inactive devices, spares, and license changes affect billing instead of applying one assumed price to every row in the inventory.

Request a mobility and device-management review from BlueHouse Telecom. Share approximate device counts by ownership group, operating systems, the main work apps, and the support problems you want to solve. BlueHouse works nationwide and can help connect wireless plans, equipment, management, and support into an operating scope that fits your team. The next useful deliverable is a group-by-group review and an agreed pilot plan.

- Device and user licensing, management mode, and included administration.
- Existing-fleet discovery, enrollment, app preparation, and training.
- Support coverage, replacement stock, cellular service, and future additions.

Your planning worksheet

Use the interactive tool online

[] Company-owned, shared, and personal-device groups are identified

Give each group an approved use and a supported ownership model. Ask the provider to map the proposed Android or Apple management approach to the devices actually being purchased or retained.

[] Staff understand the approved work and personal data boundaries

Have the responsible business and privacy reviewers approve the management policy. Explain what the chosen model manages and what staff should expect before enrollment.

[] Enrollment and app delivery have an accountable owner

Ask the provider to demonstrate enrollment and the required applications with a supported sample device and fictional user. Confirm any license and account requirements in the quoted scope.

[] Onboarding, role changes, and departure follow an agreed process

Assign the person who approves new users and work access changes. Have the provider demonstrate the approved lifecycle workflow using a test device and record which team updates asset and line inventories.

[] Lost-device reporting and replacement have defined support owners

Document how employees report an issue, who is authorized to assess the device, and how replacement is arranged. Use a supervised demonstration or tabletop to review the proposed service.

[] Devices, wireless service, management, and support are itemized

Compare the hardware and plan together with setup, software, ongoing support, accessories, and lifecycle work. Ask who reconciles the active users, enrolled devices, and carrier lines after rollout.

Share the device count, ownership groups, operating systems, and business apps with BlueHouse. Request a device-management and wireless review based on those requirements.

Common questions

Can employees use their own phones for work?

That can be an approved model when the devices and management platform support the business requirements. Define the privacy and support policy, then have the provider demonstrate the selected work-data management approach on supported sample devices.

Is mobile device management included in a cellular plan?

Ask what is included in the exact offer. Carrier service, device financing, management software, setup, and ongoing administration can be separate charges and responsibilities.

Can one policy cover shared tablets and employee phones?

They can belong to the same program while needing different approved use and management models. Ask the provider to show each group's enrollment, apps, support, and lifecycle tasks.

What is the first step with BlueHouse?

Request a mobility management review with approximate counts for company, shared, personal, and spare devices, plus the operating systems and main work apps. BlueHouse can help define a representative pilot and a comparable service scope.

Plan support for company phones and tablets

Share your device count, ownership models, platforms, and onboarding needs. Request a device-management and support review alongside your wireless service.

Review your device management

Sources and review

Android Enterprise device management and use models

https://www.android.com/enterprise/management/

Android Enterprise Work Profile and work-personal separation

https://www.android.com/enterprise/work-profile/

Microsoft Intune documentation for Retire scope and device check-in

https://learn.microsoft.com/en-us/intune/device-management/actions/retire