

NUBISON EMPLOYS GSX TO EXTEND ITS ENTERPRISE MOBILITY OFFERINGS



About Nubison

Nubison is a provider of managed mobility services and mobile solutions based in Santiago, Chile. Its services include MDM/EMM implementation and administration, technical support, consulting and training. Nubison supports installations on customer premises and both hosted turnkey solutions. Customers under GSX monitoring include LAN/TAM, the largest airline in South America, Banco Estado, a large public financial organization, CorpBanca, a private bank with operations in Chile and Colombia, and the Ministry of Prosecution.

When the company was founded in 2009, its services were focused on BlackBerry Enterprise Service (BES) because it dominated the local market at that time. It looked at several monitoring solutions and quickly realized that GSX provided the help it needed to start its managed services offerings with proactive customer support. It has partnered with GSX since 2010.

GSX Solutions Provides a Single Solution to Help Manage Both BES and Microsoft Environments

The Challenge

Nubison's challenge was to find a single remote-management solution that would bridge the gap between its clients' BlackBerry and Exchange environments, providing end-to-end message flow supervision. Later, in order to extend its business offerings, Nubison became a Microsoft partner and realigned its services with an added focus on environments closely related to mobility, such as messaging, collaboration and unified communications.

How GSX answers the challenges

Nubison found GSX to be the perfect enabling tool for extending its enterprise mobility offerings as it could help manage both BES and Microsoft environments—including Exchange, SharePoint and Lync—in a single remote-monitoring solution. **GSX Monitor & Analyzer** represents the backbone of Nubison's centralized support services.

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The Results

GSX’s unparalleled flexibility and support have proven critical to Nubison’s success. It has helped the company to ensure the availability and quality of services by means of proactive solutions for heterogeneous enterprise mobility environments.

Nubison configures the monitoring, alert and escalation environment for its clients, and also provides training to customers’ supervisors and IT administrators about the alerting, escalation and other processes to give them peace of mind, and to provide monthly GSX Analyzer reports and recommendations to customers.

Nubison found GSX to be a key preventive service provider instead of a fire-fighter, maximizing available services while achieving a low “mean time to repair” (MTTR) when problems do occur. It is pleased to make GSX integral to its mobility solutions.

GSX has proven to be a true partner that Nubison can work with on a deeper level. The combination of **GSX Monitor & Analyzer** and the company’s centralized support services comprise a turnkey solution that customers can rely on without assigning their own IT staff.

For more information:

For more information on GSX, please visit www.gsx.com, where the resource center contains case studies, podcasts, white papers, webinars and more. A free trial version of **GSX Monitor & Analyzer** is also available for download.



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