



Stories of Business

# TRANSFORMATION

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## The Mobile Business Imperative

Mobility remains a top strategic opportunity for businesses of all kinds, due to the potential to make an enterprise more competitive, whether by making employees more productive or by engaging with customers in innovative ways. To realize this potential, enterprise mobility must give users a seamless experience across multiple devices and deliver a secure workspace for business-critical applications. To serve this mobile workforce and customer base, enterprises must safely enable BYOD and self-service capabilities with an established platform that scales to support new processes.

An enterprise mobility management (EMM) platform provides IT with an opportunity to enable business process transformations, drive new revenue streams, and create memorable new ways to connect with customers.



## Enterprise Mobility Management: Seamless. Future-proof. Flexible.

AirWatch gives enterprises identity, productivity and collaboration solutions through enterprise mobility management. The AirWatch platform gives end users a seamless digital workspace, so they can be more effective on the go. A future-proof mobility platform enables IT to support business initiatives now and in the future with features:

- Broadest OS and device support with same-day updates
- Unified identity management framework across solutions
- Suite of integrated productivity and collaboration apps
- Centralized content management and collaboration
- Global scalability with multi-tenant framework

AirWatch also offers a unique vision for identity, mobile, network and Infrastructure that is trusted by more than 16,000+ organizations, including 500 of the Global 2000. AirWatch by VMware has been positioned as a leader by Gartner in the 2015 Magic Quadrant for Enterprise Mobility Management Suites report<sup>1</sup>. Flexible deployment options and strategic partnerships provide end-to-end mobility solutions worldwide.

In this guide you will learn how businesses like yours have used the AirWatch platform to transform how they work.

[Keep Reading](#)

1. Gartner, Inc., Magic Quadrant for Enterprise Mobility Management Suites, Terrence Cosgrove, et al, June 8 2015. & Gartner, Inc., 2015 Critical Capabilities for Enterprise Mobility Management Suites, Terrence Cosgrove, et al, June 9 2015.

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The background is a solid green color with a pattern of overlapping, semi-transparent triangles in various shades of green, creating a textured effect. On the left and right sides, there are small, light green triangles pointing outwards, serving as navigation arrows.

## **Enterprise Mobility Management: More Effective Mobile Users**

The AirWatch platform provides end users with a seamless experience across any device with a single identity to access corporate resources and productivity applications and to collaborate on content. Users also get secure self-service access to apps, content, plus device management and controls.

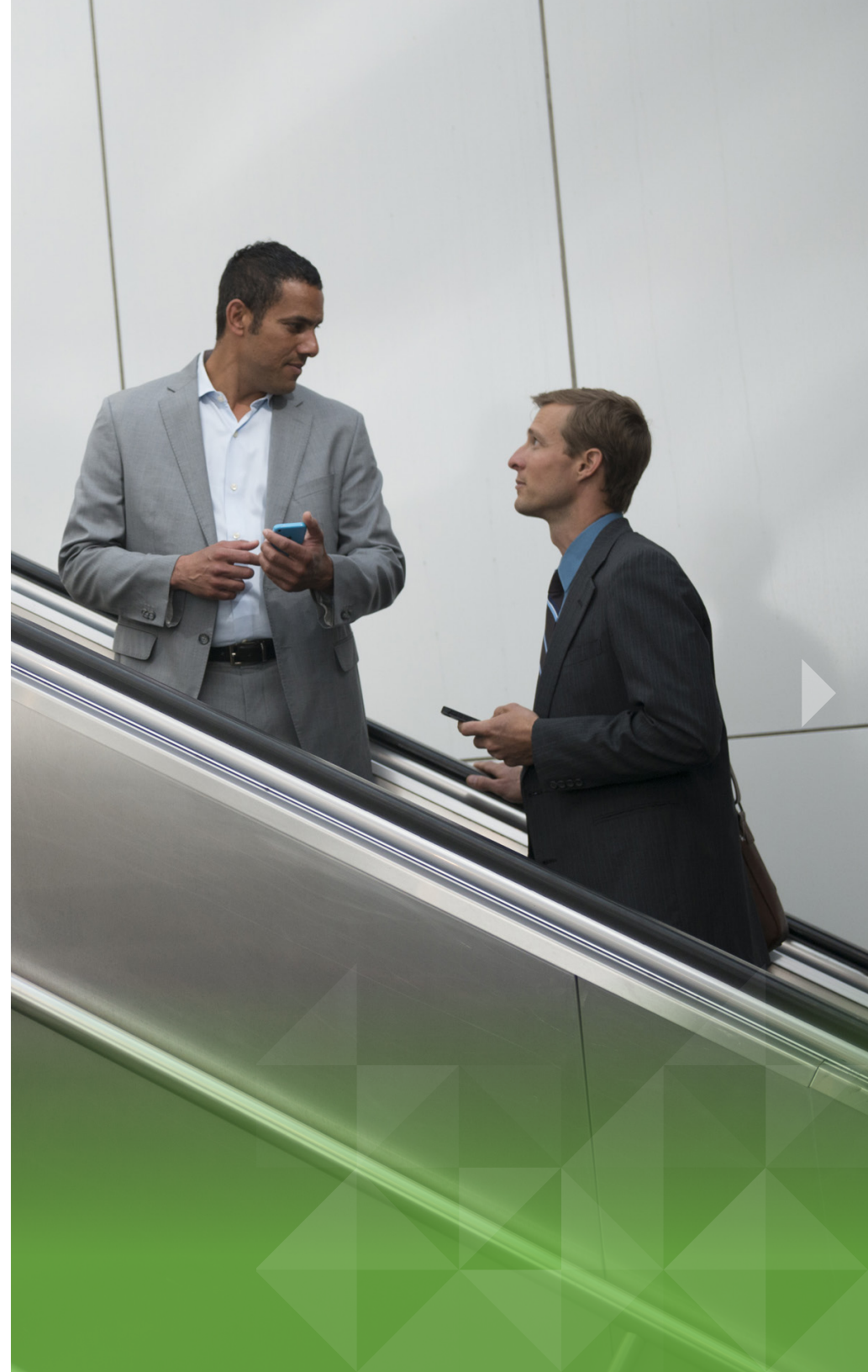


## QIC Improves Client Relationships

As of 31 March 2013, QIC was the third-largest institutional investment manager in Australia with more than 90 local and international clients and \$71.3 billion in funds under management in Australia, Asia, Europe, and the United States.

QIC issued more than 620 smartphones and tablets to more than 500 employees, and looked for a technology partner to simplify mobility for the organization and its employees. When an employee enrolls, he or she instantly receives corporate email, calendar, contacts and an application store over the air on the device. Using Active Directory integration with AirWatch Secure Email Gateway, QIC is able to push down profiles that automatically grant wifi access.

AirWatch offers QIC the flexibility to enforce different password requirements for tablets and smartphones, and require those passwords change periodically. This helped the firm improve relationships with internal clients and speeds up the time to get them on board. The ability to wipe a device comes in handy when employees lose a device or leave the company.





## GROUPE BPCE

### Groupe BPCE Invests in Mobility and Ensures Security

Groupe BPCE, the second-largest banking group in France with 36 million clients, is focused on protecting confidential data while staying compliant with industry regulations. With more than 8,000 physical branches and numerous banking tools, the group's headquarters wanted to provide employees with mobile devices to better meet their line-of-business needs.

BPCE issued iOS and Android tablets and smartphones based on each employee. Devices were configured through AirWatch with a passcode, device encryption and individual employee's credential for authentication and email access. Groupe BPCE uses AirWatch Secure Email Gateway and AirWatch Mobile Access Gateway with its on premises hardware for an additional layer of security

to protect email and corporate resources. With these solutions, employees can safely access their email while on the go.

Recommended public or internal applications can be downloaded from the AirWatch® Catalog, a customizable app store fully configurable by BPCE administrators. Internal applications developed for the group by third-party companies use the AirWatch® Software Development Kit (SDK) for added security and convenience. The AirWatch SDK extends AirWatch security to internal applications while simplifying employee access to the client information needed on the job.

Since implementing AirWatch and the mobility project, Groupe BPCE has seen a 30 percent increase in user adoption of mobile devices.

[Watch the Video](#)



## Colegio Mirasur Secures Student “Digital Backpacks”

Colegio Mirasur decided to provide more than 1,000 students with mobile devices, or “digital backpacks,” to enhance learning while keeping students safe online. Currently, the school deploys 700 iPads to students and permits them to enroll their devices into AirWatch using student passwords.

As part of the students’ digital backpack, they each receive a customized selection of applications available through AirWatch Catalog — based on their grade level, courses and subjects. The school uses AirWatch® Browser to ensure parental controls and

safe navigation functionality. Through AirWatch Browser, IT administrators can also monitor browsing activity to keep students safe online. To facilitate a consistent learning process across the school, Colegio Mirasur distributes important files and books to students electronically with AirWatch® Content Locker™ for Android.

With AirWatch, Colegio Mirasur has also seen dramatic improvements in IT administrative effectiveness, saving over 90 percent of time spent to manage and deploy mobile devices.

[Watch the Video](#)







### **Delta Air Lines Improves Passenger Experience**

Delta had three main objectives for adopting an enterprise mobility management solution: replace legacy devices with modern smart devices; implement real-time credit card processing and validation; and enhance communication channels between crews and Delta communication centers. Delta chose AirWatch to manage its in-flight mobile devices and enable its cashless cabin initiative.

With AirWatch, Delta is able to deploy and secure cellular-connected devices to flight attendants, enabling them to process credit cards in real time. Flight attendant devices can also track sales, incentives and activity using internally developed

applications. This enables flight attendants to monitor food and beverage levels that require restocking once the plane lands. An added benefit of mobile devices on the aircraft is the ability to sell items that could not be sold before, including upgrades to Economy Comfort, for passengers already on board.

With AirWatch, Delta has enhanced communication with its flight crews through smart devices. Flight attendants are able to access corporate email on their devices for the first time and stay informed and secure no matter where they are in the world.

[Watch the Video](#)



## Graham Construction Builds Strong Mobility Initiative

Graham Construction works to keep its more than 1,300 employees well equipped with technology in the field. However, with a small IT department, Graham has to carefully evaluate the impact on support time and resources with every new technology implementation.

For a new mobility initiative, Graham deployed more than 700 iOS devices within the first few months, and after seeing success, continued to deploy 100 devices each month.

One of their largest improvements was the replacement of paper-based content with electronic versions distributed through AirWatch Content Locker. Before using AirWatch, Graham's blueprints were printed and distributed to project managers, limiting portability to multiple job sites and requiring re-prints when changes were made. Now with AirWatch Content Locker, Graham keeps corporate documents and blueprints up-to-date and makes them available electronically to multiple teams at once. This translates to incredible cost savings.

AirWatch Content Locker also integrates with the company's existing content repositories, ensuring employees can access documents anytime,

anywhere from their mobile devices. By deploying AirWatch Browser, IT can authenticate users with existing corporate credentials, providing a secure and efficient way for employees to connect to file shares, corporate email and internal Web resources in the field.

Graham deploys compliance, passcode and networking profiles from the AirWatch web-based console. These profiles help protect blueprints and other sensitive corporate information on mobile devices. In addition, the company uses secure certificates linked to employee credentials to strengthen and simplify the mobile authentication process.

“ Our first 15 devices using AirWatch Content Locker helped us realize savings in excess of \$150,000 in paper and printing costs alone. As our device count grows, savings will continue to increase without the need to print additional paper copies when documents are updated. ”

— Glenn Coulman, Infrastructure Architect  
Graham Construction



### River Spirit Casino Hits the Mobility Jackpot

Owned and operated by the Muscogee (Creek) Nation, the casino currently employs more than 1,000 people and wanted to update mobile devices to

enable employee productivity and enhance guest comfort. However, the casino's corporate email infrastructure lacked the controls necessary to prevent unauthorized device access, preventing this feature from being used companywide.

With AirWatch, River Spirit Casino now manages more than 400 devices across Android, iOS and Windows platforms. The IT team currently uses restrictions profiles to enforce mandatory passcodes and authentication procedures. With AirWatch, leadership can also process procurement requests through email. To secure applications, the team

pushes the AirWatch Catalog to securely distribute internally developed and approved public applications to managed devices.

iPods are used by food and beverage servers to enter orders electronically from anywhere on the casino floor. Game technicians are alerted on their iPods about malfunctioning machines. They have access to floor maps and game lists through AirWatch Content Locker so they can repair or replace machines more quickly. Internal websites are also whitelisted on managed iPods, enabling employees to quickly research troubleshooting questions through documentation available on the corporate Intranet. The improvements we've made with AirWatch has afforded River Spirit Casino guests a better experience in a number of ways, including reduced food and drink wait times and faster customer assistance.



## **Enterprise Mobility Management: More Empowered IT**

AirWatch empowers IT with a future-proof mobility platform that provides flexibility to manage multiple use cases, unified management of endpoints, end-to-end security from devices to data center, and seamless integration across enterprise systems.



**Australian Government**

**Australian Sports Commission**

## **Australian Sports Commission Secures BYOD**

Training and competitions happen on the road, which makes mobile devices imperative for sharing playbook information, match strategy and athlete improvement. But sports videos of plays and strategic moves need to be kept secure with more than just passwords so an opposing team can't gain access to a playbook.

The Australian Sports Commission (ASC) acts as the statutory authority within the Australian government's sport portfolio. The nature of their business is highly collaborative and mobile, and ASC must work closely with national sporting organizations and all levels of government. Sports partners are constantly visiting the campus and require access to internet and network tools. The ASC needed a mobile device management solution to ensure mobile security on employees' and visitors' devices. They also needed to push specific apps to various groups coming across the network.

AirWatch gives the ASC the ability to provide access to corporate content through a bring-your-own-device (BYOD) program for their partners. It also supports more than 700 corporate-owned devices and employee-owned devices for the ASC, providing flexible options for managing Android, iOS and Windows Phones.

The ASC uses the AirWatch Catalog, AirWatch Secure Email Gateway and certificates for multi-factor authentication. Now, with AirWatch managing BYOD, the ASC is device agnostic and supports all operating systems that request access to the network. With it, all employees and partners can collaborate and share information. AirWatch provides ASC with the ability to safeguard information, including enterprise mobility wipes, without overcomplicating the environment for IT.



### **Intermountain Healthcare Provides Personalized Patient Care**

Intermountain Healthcare is comprised of 22 hospitals and a medical group with more than 185 physician clinics. Its 34,000 employees serve patients in Utah and southeastern Idaho.

Intermountain made the decision to go mobile to enhance employee productivity and enable medical professionals to provide patients with the best quality healthcare. As a healthcare organization, Intermountain is required to follow HIPAA and other regulations, so selecting an enterprise mobility management solution to keep devices compliant and sensitive information secure was a top priority.

They now have a mobile fleet of more than 5,000 company-owned devices. AirWatch offers Intermountain with the ability to centrally manage devices across multiple platforms, distribute internal

and external apps, enable bring your own device (BYOD), and prevent devices with unapproved operating systems from connecting to Intermountain resources. The IT team, along with the client field service team, provisioned and deployed the devices to executives, managers, support teams and doctors in four months. These end users rely on mobile devices to access email, calendar, contacts and applications to stay connected. IT can manage devices centrally, perform enterprise and device wipes, and push applications and content.

Intermountain also replaced traditional flight bags with lightweight iPads in its fleet of Life Flight aircraft. The iPads are equipped with AirWatch Content Locker, which is used to store documents, videos and aircraft manuals.

[Watch the Video](#)

# DAVID'S BRIDAL

## David's Bridal Empowers Employees with Apple iPod Touch

With more than 300 David's Bridal stores in the United States (U.S.), Canada and Puerto Rico, the chain has more than 2,500 employees across its retail locations.

To improve customer service, David's Bridal developed and installed a custom mobile app on 500 iPod touch devices for its stores. They selected AirWatch for its flexible deployment options and scalability. AirWatch enables David's Bridal to meet basic security requirements like password protection and device wipe, but also offers multi-tenancy and advanced features for secure, scalable mobility. The app allows retail employees to check prices against inventory files and correctly tag products. Having real-time inventory, pricing and data at their fingertips lets employees validate information, make decisions quickly and be more efficient.

“ We wanted a solid company with a history of successful deployments and results. AirWatch is the only EMM solution with truly flexible deployment options. The scalability, along with the SaaS model, enabled us to get up and running quickly. In addition, the ability to centrally manage all mobile devices on a single console and monitor activity in real time was very important. ”

— Scott Strahler, Director of Technical Services  
David's Bridal





## Coachella Valley School District Encourages 24/7 Learning

This California school district, includes 24 schools: 14 elementary schools, four middle schools, two comprehensive high schools, a continuation high school, a middle high school and a large adult education school. It employs 2,000 staff members and serves 26,000 students.

Voters passed a bond measure to fund a mobile learning initiative. The measure raised \$20.5 million to fund a deployment of 20,000 iPads to every district student and teacher, along with the technology infrastructure to enable students to connect and learn.

To manage and secure this rapidly growing mobile fleet, the district wanted a new enterprise mobility

management provider. They had used an EMM solution before, but experienced a number of information security breaches.

The district's IT team selected AirWatch due to its ease of use and flexibility. It has deployed 17,000 iPads and iPhones throughout its schools, which students and teachers use in their daily curriculum to communicate, learn, do research and teach. Through this initiative, students have access to the same resources as students from more affluent communities, plus a new sense of the importance of education and the opportunities inherent in being connected and able to communicate, work together and think critically.

[Watch the Video](#)





## **Enterprise Mobility Management: From the Industry Leader**

AirWatch is the most trusted vendor in enterprise mobility with the largest customer base in the industry, continued analyst recognition, strong technology partnerships and industry expertise to ensure a successful deployment.



### **Crossrail Ltd. Accelerates Toward a Mobile Workforce**

Crossrail is currently Europe's largest civil engineering project. Over 10,000 workers are involved

across more than 40 construction sites in and around London. With such an expansive development, efficiency is extremely important.

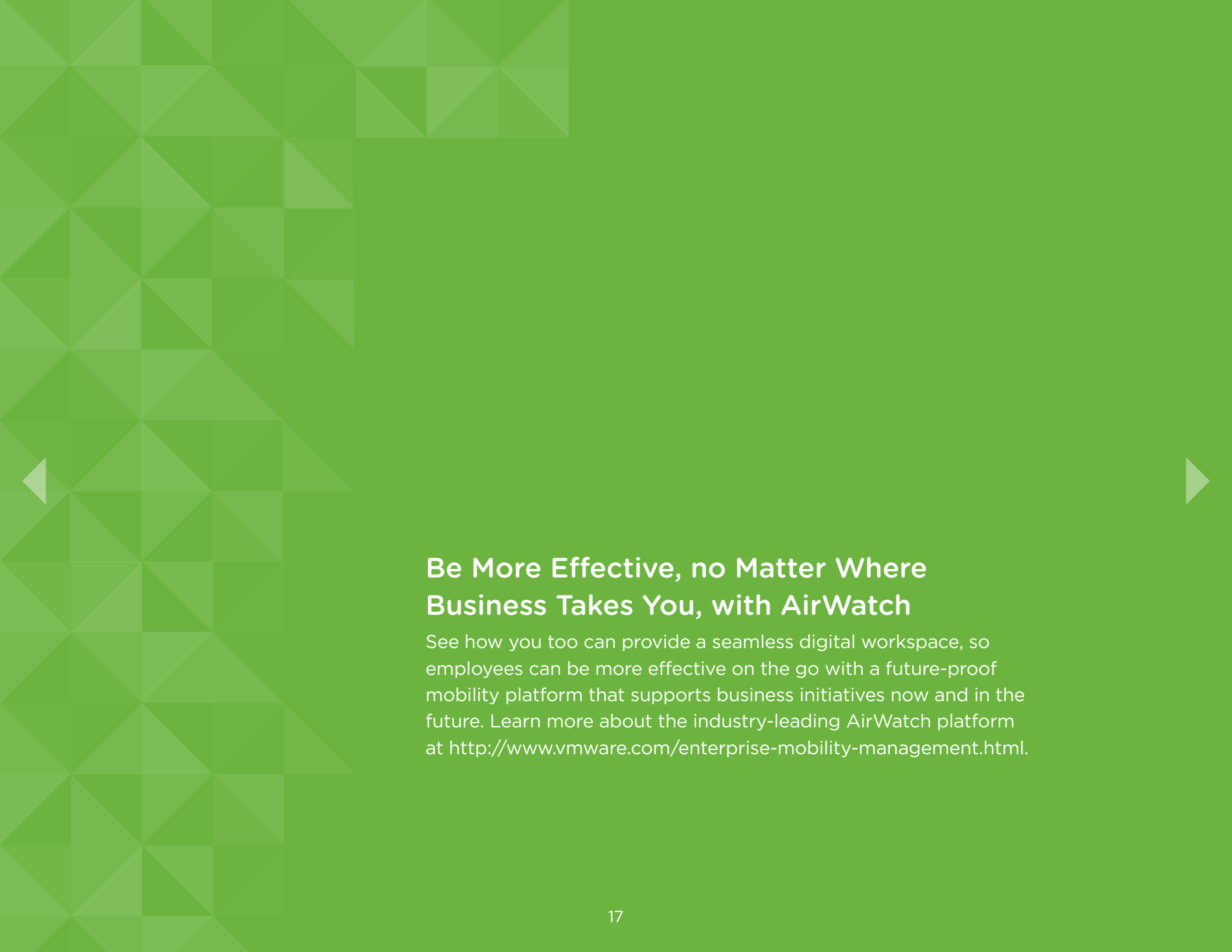
Crossrail wanted to manage, monitor and support its mobile fleet exactly as it would manage desktop computers. The company therefore sought an enterprise mobility management solution that would enable its workforce to gain secure access to the corporate applications from their mobile devices and at the same time manage, monitor and distribute the necessary applications and content to the entire mobile fleet.

So it chose AirWatch. With AirWatch, employees can securely enter corporate data from wherever they

are working. This eliminates the need for them to return to their desktops to check information, thus increasing effectiveness and productivity.

There is no longer any need for contractors to print and carry corporate information with them. Employees can now simply turn to their iPads and have business-critical data at their fingertips, anytime and anywhere. A reduction in printing enabled the organization to decrease costs and improve productivity, while at the same time reducing its environmental footprint.

To fully support its mobile initiatives, Crossrail uses AirWatch Catalog, which enables administrators to distribute relevant applications to selected users. All data accessed through mobile devices is protected through AirWatch Enterprise Mobility Management. In case of loss or theft, AirWatch enables the company to wipe corporate data remotely or block the device.



## **Be More Effective, no Matter Where Business Takes You, with AirWatch**

See how you too can provide a seamless digital workspace, so employees can be more effective on the go with a future-proof mobility platform that supports business initiatives now and in the future. Learn more about the industry-leading AirWatch platform at <http://www.vmware.com/enterprise-mobility-management.html>.



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