

## Workspace ONE – Mobile Device Management for this mid-sized manufacturing company

### Industry

Manufacturing

### Location

Germany

### Key Challenges

- Top Security
- Worldwide access

### Solution

With Workspace ONE, the customer was able to provide their employees with an any app, any device experience, securely from anywhere in the world.

### Business Benefits

- Less administrative effort – reduced personnel cost.
- More efficient sales and operations through single-sign-on.

### VMware Footprint

- VMware Workspace ONE UEM
- VMware Identity Manager

**“We are proud to be the market leader in a specialized industry that demands high quality and security” says the Head of IT of this mid-size company, that is rich in tradition manufacturing parts for the automobile industry, “so when it came to securing our employees devices, to ensure our corporate data is safe, we wanted the best of the best.” The logical choice was VMware Workspace ONE.**

More than 50 years ago the company started with innovative ideas to supply a growing industry and now they are relying on pioneers themselves – pioneers in enterprise mobility management.

“Ever since VMware acquired AirWatch in 2014, they integrated the AirWatch technology with VMware Horizon VDI and VMware Identity Manager identity and access management into a single, integrated digital workspace platform – VMware Workspace ONE” knows Jens Hennig, comdivision’s lead architect on the case. “I knew

*our lead architect on the case*



*Jens Hennig*

immediately, that this new addition to VMware’s portfolio would bring terrific opportunities to our end-user business at comdivision”, said Hennig, who in 2014 wrote his VCDX Design defence on end-user related topics.

### The Challenge

“We wanted to give our workforce of 350 worldwide access to our company’s resources”, said the head of IT, “but we run a lean and efficient IT department, so the new system needed to be easy to learn and easy to integrate” he continued. “Also, from the end-user perspective, we needed a system that required very little training; I wanted a solution where we could manage devices from afar and could proactively assure compliance. That’s because, we

need to be at the forefront of everything security related, otherwise we will lose our credibility in the market, should a breach occur”.

### The Solution

“Naturally, I suggested to implement Workspace ONE” said Hennig, “compatible with their current infrastructure, using Workspace ONE for their mobile device management would require a much shallower learning curve, then if we’d use Microsoft’s Endpoint Manager for example”. “With a small IT department, our customer would benefit from the rule-based automation that is built into Workspace ONE” knows Hennig, and continued “and because there is hardly anything the employees has to configure themselves, with proactive management to prevent performance issues, the support calls to IT would be kept at a minimum.

### The Results

The system proved to be the right choice for the customer. “With Workspace ONE Intelligence, the system automatically tracks response times for certain apps” explains the head of IT “amazing that such a small feature can affect employee satisfaction that much... we were able to set a time threshold of how fast an app responds; then, if this threshold is breached a number of times, the app – such as any Office 365 app – will be automatically restarted in the background!”.

“The fact that the system supports any operating system on any endpoint, such as Android or iOS, Windows or Mac, was almost taken for granted!” laughed Hennig.