Graham Construction Builds Strong Mobility Initiative with AirWatch

The Mission

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. Searching for fresh ways to improve employee productivity with technology, Glenn Coulman, infrastructure architect at Graham, started evaluating how mobility could change business processes. The company had used BlackBerry devices before, but Coulman realized other solutions on the market could offer more functionality for his colleagues. His goal: to increase employee productivity on-the-go while minimizing support resources.

The Results

Graham had been using Blackberry Enterprise Server (BES) 5, but faced an inconvenient upgrade to BES 10. Along with being a lengthy process, this upgrade would lack support for iOS devices, a platform Coulman wanted for its functionality and future application development. Given these challenges, Coulman and his team explored the marketplace for a better enterprise mobility management solution. After extensive research, Graham chose AirWatch® by VMware® to bolster employee productivity through mobility. “At first, we only wanted a like-for-like replacement of Blackberry,” said Coulman. “But during implementation, we found there was much more functionality available for us. We couldn’t justify not exploring our options with AirWatch.” Graham deployed more than 700 iOS devices within the first few months, and after seeing success, continued to deploy 100 devices each month to replace employee Blackberry devices.

One of the largest improvements to the company’s mobility initiative is 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 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. “Our first 15 devices

Solution Overview

- Client: Graham Construction
- Industry: Construction
- Geography: North America
- Features: MDM, MAM, MCM, MEM, MBM
- Infrastructure Integrations: Microsoft ActiveSync, Microsoft SharePoint, File Services
- Devices: 500 – 1000
using AirWatch Content Locker helped us realize savings in excess of $150,000 in paper and printing costs alone," stated Coulman. “As our device count grows, savings will continue to increase without the need to print additional paper copies when documents are updated.” Content Locker also integrates with the company’s existing content repositories, ensuring employees can access documents anytime, anywhere from their mobile devices.

AirWatch also empowers Graham employees with greater mobile access to corporate resources. Before AirWatch, corporate intranet information was not available outside the Graham internal network. By deploying AirWatch® Browser, Coulman and his team 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 also pushes custom web clips to devices to enable employee use of internal websites. “AirWatch makes it feasible to deliver information and support complete corporate integration with limited resources,” remarked Coulman. “These solutions have been instrumental in evolving our mobility strategy well beyond our initial expectations.”

In addition to employee productivity, Graham must maintain security and keep devices safe on a global scale. With AirWatch, the company is able to leverage robust security and management tools to enable employees to work while mobile and protect corporate information on their devices. Coulman and his team deploy compliance, passcode and networking profiles from the AirWatch Web-based console. These profiles help protect blueprints and other sensitive corporate information on mobile devices whether employees are in the office or on a project site. In addition, the company uses secure certificates linked to employee credentials to strengthen and simplify the mobile authentication process. With the customizability of AirWatch, Coulman and his team are able to balance the security needs of Graham with the productivity wants of employees.

What’s Next
Graham received positive feedback from its employees about using iOS devices, and the company plans to expand its iPad deployment to meet employee demand. With the ease of application deployment through AirWatch, the company is also exploring developing in-house applications for business use. Likewise, Coulman and his team want to push company newsletters through the Apple iBooks application and deploy the AirWatchTV application to deliver industry news to employees. Graham currently uses VMware for most of its server infrastructure and is looking forward to the integration capabilities granted by VMware’s acquisition of AirWatch in 2014.