Lockton Companies Increases Productivity and Minimizes Risk with AirWatch EMM

The Challenge
Traditionally an industry that strives to minimize risk, companies working in insurance are increasingly leveraging mobile devices and applications to improve productivity in areas such as sales, agent support and claims. With mobile now incorporating tablets as well as smartphones, insurers and brokers of all kinds are seeing mobile capabilities as a key component to their information value chains for policyholders, agents/brokers, adjusters, field marketing reps and even underwriters, a report recently released by New York-based insurance advisory firm Novarica finds. Given the inherent nature of the industry, security is a top priority.

With the ever changing mobile market and the expanding desire by associates to use the device of their choice, it was time for Lockton Companies to re-evaluate its current support structure. Their associates wanted access to corporate email, calendars and contacts on personal mobile devices, and the company wanted to provide secure access to this data regardless of the device type and ownership model. AirWatch® Enterprise Mobile Management (EMM) helped the insurance broker turn a potential security risk into an opportunity to stay on the forefront of mobility and increase productivity.

The Client
With more than 4,450 professionals, Lockton provides risk management, insurance and employee benefits consulting services to more than 40,000 clients around the world. Founded in 1966 and located in Kansas City, Missouri, Lockton has attracted entrepreneurial professionals who have driven its growth to become the largest privately held insurance broker in the world. Independent researcher Greenwich Associates has awarded Lockton its Service Excellence Award for risk management for large companies and Business Insurance has recognized Lockton as a "Best Place to Work in Insurance" for four consecutive years.
AirWatch EMM enables Lockton to support a variety of devices without having to worry about the security of corporate data. Associates benefit from Bring Your Own Device (BYOD) policies that allow corporate information to be accessed on personal devices, while privacy policies protect personal information. Rob Gerdes, senior telecommunications analyst at Lockton, oversaw the implementation of the company’s fleet of 1,900 mobile devices, which includes a mix of tablets and smart phones. “AirWatch makes it easier to manage different types of devices and operating systems,” says Gerdes, who has been using AirWatch EMM for two years. “Employees have had a very positive response to our BYOD policy. Productivity and efficiency have increased throughout the company, now that information can be securely accessed from nearly any device, anytime, anywhere.”

The Solution

Lockton uses AirWatch to support a variety of mobile devices including Android™, Apple iOS® and Windows 8 smartphones. Whether accessing the corporate network from an employee-owned or corporate-owned device, all Lockton Associates are required to enroll their device with AirWatch.

“Prior to using AirWatch, we didn’t allow personal devices to access the corporate network,” explains Gerdes, who evaluated three competitors before deciding that AirWatch was the best fit. “We used ActiveSync for corporate-owned Android, iOS, and Windows devices, which provided the basic ability to enforce a PIN code and to perform a device wipe remotely. In addition to these basic features, we have found the security, flexibility, and scalability to be much improved with the inclusion of AirWatch.”

Gerdes appreciates the simplicity of the AirWatch enrollment process, which has significantly decreased the number of IT Help Desk calls from Associates. “Enrolling devices with AirWatch is very easy, especially compared to the ActiveSync enrollment process. Since employees can complete enrollment quickly and independently, we can dedicate time to other tasks and leave mobile management to AirWatch,” says Gerdes.

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