airwatch®
by **vm**ware®

BearingPoint and AirWatch, Mobility as a Productivity Factor

BearingPoint®

The Mission

Mobility is crucial for the 3,700 employees of BearingPoint, a European firm delivering IT and business consulting. Located across 20 countries, the company's consultants travel the world to meet clients from major companies of the public and private sector.

Following a management buyout in 2009, the company's telecommunication strategy evolved to be tailored to each country. The company recently migrated from BlackBerry to a multi-OS fleet and authorized a bring your own device (BYOD) programme, with a list of supported devices. With multiple devices accessing company systems, BearingPoint wanted to regain control over its device fleet to offer the same level of security, IT support and applications for all employees. The company also wanted its mobile initiative to remain deeply rooted in its overall IT strategy but adapted for each country.

Solution Overview

- Customer: BearingPoint
- Industry: Consulting
- Geography: Global
- Solutions : MDM, MAM
- Infrastructure Integrations: Active Sync, VPN, Wi-Fi, Certificates, Exchange 2010
- Devices: 4,000

The Results

After an extensive search for an enterprise mobility management (EMM) solution, BearingPoint selected AirWatch® by VMware® to manage its devices, including device applications and security. "We chose AirWatch for several reasons: it offered easy administration with management delegation by business unit, a self-service portal to ease the burden of IT services and a quality graphic interface, available in several languages," explained Julien Royere, head of IT security, BearingPoint.

With AirWatch, access configuration to enterprise services is standardized and based on strong authentication. By hosting its deployment on-premise, BearingPoint also keeps data and information stored locally, which is essential in Europe. BearingPoint can inventory devices by operating system, device model and compromised status, as well as generate automated reports to ensure its users are secure regardless of countries or device models.

The company leverages the AirWatch console to delegate administrative rights and support employees, as explained by Royere: "We have defined a global security policy for the group while leaving room for maneuver to the local team, who are responsible for managing their mobile fleet and deciding which actions are allowed for their consultants." The console is

available in several languages, including English, German and French, to facilitate local IT services. Messages sent to users are also customized in the local language for readability.

AirWatch provides IT teams with a powerful management tool as well as management features for the users themselves. "The concept of a self-service portal that makes each user autonomous, with functions such as remote data deletion, smartphone enrolment, temporary locking of a device or ticket incident opening, enormously lightened the work of IT services," said Royere.

With consultants constantly travelling to customers worldwide, services and applications need to be available anytime, anywhere and always be up-to-date. The latest versions of useful applications are available in the AirWatch® Catalog, renamed by BearingPoint as Be-Catalogue. The financial applications are only available for certain groups of employees and pushed to their devices. One application is a financial dashboard that provides access to information of an employee's business unit and ensures constant data accuracy. With Mybearingpoint, an organizational chart application, employees can find colleagues in one click and get more detailed information than on the company intranet. Finally, NewsPoint is an internal communication application that offers the latest company news with regards to the deals won, new offers and an overview of the market. It is customized in terms of language and information by country.

Some business processes are transformed by mobile applications for productivity purpose, such as expenses management at BearingPoint. Previously, employees had to scan an invoice, print it, and then mail it. Now employees take a photo of the bill with the mobile device and send it directly to the financial management team via an application. "For consultants who are travelling for several business trips consecutively, assigning the right expense at the right place on the go helps reduce errors," concluded Royere. "Employees reduce time spent on administrative tasks to reassign it to business activities for more productivity."

Up Next

The company's mobility project will continue to expand with the addition of smartphones and tablets, enrolled by employees themselves. The company plans to use safeguards, such as deleting company information from devices, to prevent unauthorized devices from accessing its resources.

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