ALBOA Improves Efficiency of Social Housing Management with AirWatch

The Challenge
The use of mobile devices allows social housing providers to improve efficiencies and effectiveness by enabling inspection personnel to complete moving-in and moving-out forms online. This speeds up maintenance reporting, repair scheduling and makes housing more readily available. Due to the sensitive nature of tenant information, data loss prevention (DLP), management of mobile devices, mobile content management and security are of top concern. For organizations with small IT departments, a seamless integration of Enterprise Mobility Management (EMM) solutions into existing systems is important. EMM needs to be quick to implement, easy to use, behave natively and not noticeably affect the user experience.

ALBOA identified the need for an EMM solution to effectively manage its tablet deployment. ALBOA's key requirements included easy configuration of devices, a strong compliance engine with a policy-based framework, integration into corporate services, and secure content and application management. AirWatch® provided the tools to make the organization more efficient and streamlined, including Secure Content Locker™ (SCL) for securing board documents.

The Client
ALBOA is the second largest social housing provider in Aarhus, Denmark. The company employs 180 and provides more than 7500 apartments. Tablets are used by the board of directors during meetings, and by administrators who carry out inspections at tenant residences. In the past, these inspections required paper-based questionnaires that had to be completed, returned and processed at ALBOA’s office before repairs could be scheduled. The introduction of mobile devices aimed to make this process more efficient.

Having carried out a pilot project, ALBOA looked at a number of potential EMM suppliers. “AirWatch was by far the best solution for our requirements,” explains Mikkel Dam Junker, IT manager at ALBOA. “We have a small IT department and couldn’t have implemented our enterprise mobility strategy without AirWatch.”
The Solution

AirWatch allows ALBOA to quickly and easily set up policies and profiles and configure devices. This is important to the company as it lets the small IT team enroll devices as corporate dedicated, prompting the system to automatically push all required policies and profiles onto the devices. “We bought 15 hours of support and so far have only used two,” comments Junker. “AirWatch stands out on so many levels compared to other products we looked at. The fact that two people spent half a day to get to know AirWatch and were then able to enroll and manage devices, really shows how easy it is.”

Another key feature for ALBOA is Secure Content Locker™. SCL is currently used for paperless board meetings and enables the company to securely share board documents with members of the board, control access to sensitive information and wipe all information, if required. Through AirWatch integration with SharePoint, ALBOA plans to make a majority of corporate information available on mobile devices.

To complete and submit inspection questionnaires digitally, ALBOA’s housing administrators now use webclips on their tablets. This allows secure, online submission of inspection results and speeds up administration processes considerably. AirWatch also provides secure corporate email access and pushes apps to devices. “People have been looking forward to this for a long time, and it has been really well received,” explains Junker.

ALBOA is anticipating cost savings through the planned telecom monitoring of data and phone usage, and using this information to ensure that the most appropriate mobile price plans are in place. By using GPS tracking and geofencing, ALBOA will minimize data usage costs by ensuring that corporate devices within a certain perimeter automatically connect to a Wi-Fi network. “I don’t dare to imagine what it would be like if we couldn’t control our devices,” comments Junker on their experience with AirWatch. “AirWatch is one of the best products I have ever worked with.”