QIC Improves Client Relationships with Tablets Secured by AirWatch

The Challenge

Technology is both a blessing and a curse. The goal of mobility is to improve employee productivity and minimize IT hassle. However, the software used for mobile security and management can create more problem than it solves. Overcoming challenges is not easy—budgets are cut, but expectations are not. Choosing the right partners and solutions can simplify the process. IT departments quickly learn that it takes sophisticated technology to create simplicity.

Businesses in the client service industry need ways to create better customer experiences and many are using mobility to achieve that. IT needs a way to enable users and to provide intuitive experiences, without compromising potentially sensitive corporate information, especially financial data.

The Client

Established in 1991 by the Queensland Government to manage its long term investments, QIC operates as an independent and commercial organization with a sole investment management focus. QIC is now the third-largest institutional investment manager in Australia with more than 90 local and international clients and $71.3 billion in funds under management (as of 31 March 2013). With a strong foundation in Australia, its global presence extends to Asia, Europe and the United States.

More than 500 employees work at QIC, either in the Brisbane headquarters or in one of ten shopping centers. As employees repeatedly requested to use more consumer-friendly devices, QIC moved away from deploying legacy smartphones. As QIC issued more than 620 smartphones and tablets to employees, the company looked for a technology partner to simplify mobility for the organization and its employees.

Solution Overview

- Customer: QIC
- Industry: Financial Services
- Geography: Australia
- Features: MDM, MAM, MCM, SEG
- Devices: 500-1,000
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The Solution

After the previous mobility management provider forced end-users to re-enroll a device every time there was a policy update, Cecilia Ireland, infrastructure analyst at QIC, was finally driven to search for a solution that worked consistently.

“Life is smoother now with AirWatch® because it is so easy to use,” says Ireland. “The biggest change has been for the users themselves. Employees have fewer issues, which means they don’t have to call for support as much.”

Before enrolling, employees must sign a waiver stating QIC can wipe the device whenever they deem necessary. The ability to wipe a device comes in handy when employees lose a device or leave the company. “An employee left his phone in a taxi and we needed a way to remove the information from the phone since we do not track GPS location,” says Ireland. “With AirWatch, we were able to wipe the device and have peace of mind that the data was secure.”

When an employee enrolls, he or she instantly receives corporate email, calendar, contacts and an application store over-the-air on the device. Using Active Directory integration with AirWatch Secure Email Gateway, Ireland is able to push down profiles that automatically grant Wi-Fi access.

AirWatch offers QIC the flexibility to enforce different password requirements for tablets and smartphones, and require those passwords change periodically. “AirWatch helps us improve relationships with our internal clients and speeds up the amount of time to get them on board,” says Ireland.

Up Next

Ireland is exploring AirWatch Secure Content Locker™ to manage and secure content distribution to mobile devices. By integrating with SharePoint, Secure Content Locker will ensure employees have the information they need to do their job better and more efficiently, even in emergency situations, such as the Brisbane 2011 floods.

“Life is smoother now with AirWatch than it was a year ago, because the interface is clean and the user experience is great,” said Ireland. “AirWatch helps us improve relationships with clients and speeds up the amount of time to get them on board.”

– Cecilia Ireland
Infrastructure Analyst
QIC