Global Insurance Provider Mitigates Risks and Embraces Mobility with AirWatch

The Challenge
As mobile devices become increasingly popular work tools, enterprises must weigh the benefits of greater employee productivity and attracting fresh talent against increased security risks. Companies in highly regulated industries like financial services and insurance, face the additional challenge of meeting regulatory requirements.

A global leader in financial protection, this company is dedicated to protecting people and property. To better serve its customers, it has gradually developed its global presence and networks as well as extended its range of products and services. As a conglomerate of independently run businesses, this company is operated according to the laws and regulations of many different countries. Headquartered in Europe, the group operates primarily in Western Europe, North America, the Asia Pacific region and the Middle East.

Rather than prohibit employees from using mobile devices due to security or regulatory concerns, this company chose to embrace both by opting for a secure and compliant mobility solution with the help of an Enterprise Mobility Management (EMM) provider.

The Client
With more than 150,000 employees around the world, many of this company’s executives and client advisors travel extensively and require mobile access to email, contacts, calendar and corporate documents. Approximately three years ago, this company’s leadership team made the decision to explore mobility solutions for the enterprise on a global scale. “Our client advisors and agents are always on the road. When they need to discuss forms and documentation with the client, they can bring them up immediately on their tablet, which reduces time to close a deal,” said a manager of technology partnership.

When the company issued more than 14,000 smartphones and tablets to employees, the leadership team needed a technology partner to simplify mobility for the entire organization. “Our goal was to ensure that every employee with a mobile device with a supported operating system (predominately iOS® and Android™) would have the ability to subscribe to the chosen EMM solution. Additionally, it was imperative that the solution worked globally and had the ability to scale with our growing employee and client base,” he said.

Solution Overview
- Industry: Professional Services
- Geography: Global
- Features: MDM, MCM, MEM, BYOD
- Devices: 10,000 - 20,000

Up Next
By the end of 2013, this company plans to add approximately 6,000 additional devices to its mobile fleet, including Windows Phone 8 devices. They will expand its infrastructure accordingly to accommodate this growth. App Wrapping and the AirWatch Software Development Kit (SDK) are additional solutions the IT team plans to explore in the near future.
The Solution
After comparing a number of EMM solutions, the company selected AirWatch® to meet its mobility needs. “The decision came down to the fact that AirWatch met all of our requirements and seemed to be a company that valued customer relationships. They were willing to work with us to meet our needs and we felt they would be one of the long-term players in the EMM space,” said an employee of the company.

After a streamlined implementation, employees were able to securely access email, contacts and calendar on their devices. “Email is our main means of communication and AirWatch gives us the ability to receive and send it anywhere, anytime,” he said.

Wanting to provide employees with additional flexibility, the company instituted a Bring Your Own Device (BYOD) policy. Of the 14,000 devices enrolled in AirWatch, between 5,000-6,000 are employee-owned smartphones and tablets. Many of the company’s agents purchase and use their own devices. This is consistent with the business model whereby contracted agents purchase their technology out of pocket, allowing them to select the device they want, while saving the company money. Employee feedback on the AirWatch solution has been negligible, which was the company’s aim. “The solution does its job and users take it for granted, which is exactly what we wanted,” said an employee.

The company is currently implementing AirWatch Secure Content Locker™ (SCL) to manage and secure content distribution to mobile devices. By integrating with SharePoint, SCL will ensure employees have the information they need to do their job more efficiently wherever they are. “We are only just rolling out SCL. We are running a proof of concept with the sales team, which needs access to up-to-date forms and documentation on the road. Besides the solution’s ease of use, the main advantage of SCL is that it expands the AirWatch offering — we don’t have to introduce another platform to employees,” said an employee.

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