Ideal Stelrad Gains Efficiency with Mobility Powered by AirWatch

The Challenge
As a large company comprised of multiple brands and six office locations, Ideal Stelrad Limited faced a number of challenges when it made the decision to embrace mobility. More than 300 Stelrad employees including executives, engineers and sales people required mobile access to corporate information – wherever and whenever. As employees’ responsibilities differ based on their job function, so do their mobility needs. Ideal Stelrad required a customizable solution that would simplify its mobility initiatives, easily integrate with existing technology investments, automatically configure Wi-Fi settings and scale with the organization.

The Client
Ideal Stelrad, a UK-based radiator manufacturing company, encompasses a number of brands including Termo Teknik, Henrad and Stelrad. Prior to selecting an Enterprise Mobility Management (EMM) platform, the company used a different solution to provide access to email, calendar and contacts from mobile devices. Although this solution offered some degree of control through the option to wipe a device, Ideal Stelrad’s IT department was concerned about security. “We had no visibility into whether a device wipe actually worked, which is a huge threat to our corporate information if a device becomes compromised,” said Paul Grace, technical analyst, Ideal Stelrad. Grace vetted a number of EMM providers, looking for an ‘all-in-one product’ that offered an encrypted container solution and could integrate with the company’s existing software investments, including IBM Lotus Notes, a collaborative client-server software platform. “One element in particular made AirWatch® stand out as the best solution – experience,” says Grace. “We were impressed by the possibilities AirWatch offered. No other EMM company was able to provide the same integration capabilities.”

The Solution
After a brief trial, Ideal Stelrad deployed a mix of iPads and iPhones to its engineers. “The enrollment process was very easy. We distributed devices to the users along with an instruction sheet to walk them through the initial setup, which significantly reduced the number of calls to the IT help desk,” said Grace.

Solution Overview
- Customer: Ideal Stelrad Limited
- Industry: Manufacturing
- Geography: United Kingdom
- Features: MDM, MEM, Telecom Management
- Devices: 1-500
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In addition to remote mobile access to email, Ideal Stelrad engineers now have the ability to digitally complete various forms from their mobile device – a standard job function that used to be very time consuming. Prior to AirWatch, engineers used a web-based portal on their computer to fill out forms, but did not have the ability to back up an email inbox – a feature that employees now greatly appreciate. “AirWatch has been well received because it saves time and enables our engineers to carry a tablet instead of a laptop, which is much more convenient,” said Grace.

AirWatch’s multi-tenant architecture offers a streamlined way to manage hundreds of devices based on user role, device type and organization group. True multi-tenancy also enables the company’s small IT team to manage the entire mobile fleet from the central admin console. Initially, Ideal Stelrad’s IT department created three different organization groups based on brand names. However, this was not the ideal solution for its Key Performance Indicators (KPIs). Since the AirWatch solution is customizable, the company was able to easily modify the organization groups to be based on mobile networks, including O2, EE and Vodafone, providing better visibility into data plans. Ideal Stelrad also configured a Wi-Fi profile, allowing employees to connect automatically at any of the company’s sites. This is convenient for employees that travel between offices, and also reduces roaming and 3G use, decreasing overall telecom costs.

Up Next

Ideal Stelrad is currently looking into developing applications for a specific business division, with plans to expand the application to other areas of the company in the future.