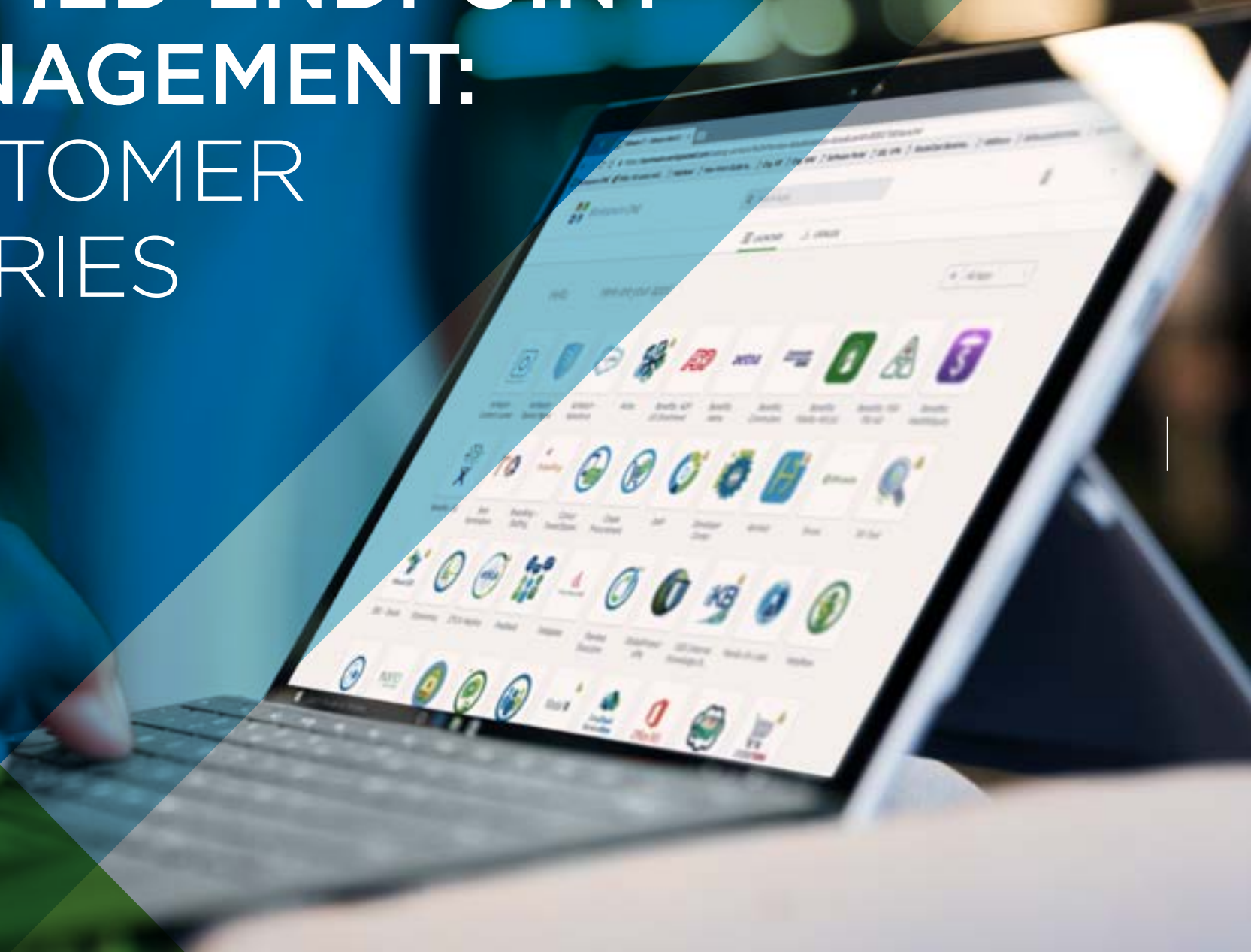# UNIFIED ENDPOINT MANAGEMENT:
CUSTOMER STORIES

Leverage a Single Platform to Manage All Apps and Devices

Consumerization is shaping how businesses engage in digital transformation. IT is under relentless pressure to support new mobile apps, a proliferation of devices, and a variety of approaches to device ownership—from corporate-owned or shared to Bring Your Own device (BYOD) and Corporate Owned/Personally Enabled (COPE) models. The more types of devices that lines of business and employees demand, the greater the pressure on IT grows.

VMware's unified endpoint management (UEM) solution has emerged as a way to address these pain points. Built on industry-leading VMware AirWatch technology, it provides a single platform for managing every device and operating system across any organizational use case. As shown by the customer case studies that follow, IT at leading organizations are using VMware UEM solutions to provide users with secure, reliable access to the apps and data they need, regardless of what device they use.

This eBook features five organizations driving transformation with VMware AirWatch Unified Endpoint Management:

- Mecklenburg County

- ANZ Bank

- Delta Air Lines

- VITAS

- Groupe BPCE

"Mecklenburg County is a very progressive county," said DuPuy. *"If you look at some of the things that we're doing in the public sector, people around the country say, 'You guys are light years ahead of everyone.' We're leveraging all the different products that VMware and Microsoft offer, and streamlining that so it's applicable to what we're doing."*

PRESTON TEAL
SENIOR IT BUSINESS ANALYST
MECKLENBURG COUNTY
NORTH CAROLINA

MECKLENBURG COUNTY

Modernizing PC Management for Windows 10 with VMware AirWatch Unified Endpoint Management

North Carolina's Mecklenburg County is home to the city of Charlotte, a major Southeastern U.S. commercial hub. Taking a cue from its largest city, Mecklenburg County government's IT department is taking a business-based approach to engaging with its "customers"—the county government departments. A move to Windows 10 and Office 365 in the cloud is a big part of that collaborative approach. The county is using VMware® Horizon™ for virtualization and VMware AirWatch® for device management that's fully integrated with Windows 10.

MECKLENBURG COUNTY

"We're bringing together these different types of platforms that work harmoniously together to create a symphony of technology, for us to be able to share with our workforce. It's really amazing," said Preston Teal, senior IT business analyst for the county. "Mecklenburg County empowers its users regardless of where they are to make sure that they have the right tools to do their job. We don't look at mobility as simple mobile devices."

Obtaining new devices and software upgrades will be much easier with Windows 10 and VMware AirWatch. Cliff DuPuy, Mecklenburg's technical services director, admitted that despite the county's long-standing relationship with VMware AirWatch, he didn't realize that VMware AirWatch can manage Windows 10 laptops or tablets just as easily as it manages phones.

VMware AirWatch provides tight integration with Microsoft Azure Active Directory and Windows 10 management features, and the new Windows Update as a Service means that the Mecklenburg IT staff can use VMware AirWatch to push out software patches and updates automatically, making county devices much more secure. If an employee in the field needs help, the Mecklenburg IT staff will be able to remotely access their devices for tech support so the employee doesn't have to drop everything and drive to a county office.

As devices are refreshed, PCs will drop ship from Dell and tablets from various providers to 6,000 employees without IT needing to touch them. IT will now be able to use VMware AirWatch to manage all of their iOS, Android and Windows 10 devices, while also supporting legacy mission-critical applications and virtual desktops with VMware Horizon.

Get the Details

Watch the Video

"Without the previous barriers of a desk or even a pane of glass, we can deliver more personalized services alongside our customers and show them we understand their needs. It's a much more engaging experience for everyone."

STEVE ODGERS
HEAD OF DISTRIBUTION TRANSFORMATION
ANZ BANK
AUSTRALIA

ANZ BANK

Embracing IT Consumerization and Transforming Modern Banking

ANZ Bank is committed to extending customer service beyond the desks, landline phones and even the physical walls of traditional banking. Empowering the bank's employees with a consumer simple, enterprise-secure digital workspace is an important part of this commitment. ANZ's bankers meet their customers wherever they are; on the Internet, on their smartphones, at their homes and businesses or at digital-enabled spaces within a bank building.

ANZ chose VMware to manage the bank's fleet of more than 18,000 mobile devices in 34 countries, with a consumer simple experience and enterprise-class security. "We have a focus on going out and spending time with our customers and taking digital banking experiences to them. We use VMware technology to facilitate that, and ramp up our use of mobile workflows as a really critical business tool," said ANZ's Anthony Watson, Head of Technology Service Management.

ANZ uses VMware digital workspace solutions to unify management of bankers' company-issued mobile devices, and to manage digital tools such as Apple® iPad® kiosks in bank branches.

ANZ BANK

ANZ Bank is developing "digital branches," bank buildings that have a more open plan and are equipped with kiosks and iPads to make the bank's offerings more accessible to customers. "Mobility gives the banker and the customer the freedom to go anywhere in the branch. The appropriate space might be where we have a demo of our latest offering, or it might be a desk for a more private conversation," said Steve Odgers, Head of Distribution Transformation for ANZ in Australia. "Without the previous barriers of a desk or even a pane of glass, we can deliver more personalized services alongside our customers and show them we understand their needs. It's a much more engaging experience for everyone."

Additionally, ANZ Bank deploys the VMware Browser with Guided Access in kiosk mode to the iPads to keep customers in the bank's apps and prevent them from browsing to other sites. The Discovery Table "makes it so much easier to interact directly with our apps," said Lana Alexander, Branch Manager for ANZ's Carlton branch, the first of ANZ's digital branches. "We make it fun as we show customers how to use the tools. It makes banking more personal for the customer, which is critical in serving people in today's environment."

ANZ was one of the first banks in the world to explore how digital banking and enterprise mobility could benefit its customers and employees. An ANZ executive noted that "A lot of organizations have focused on enterprise mobility as a device management tool, making sure that everyone's device is registered and all that important stuff. Where we've taken great strides is in creating the internal app store, incorporating experiences that our bankers can use and ultimately improve the customer experience.

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Improving Passenger Experience with Mobile Devices Managed by VMware AirWatch

Delta had three main objectives for adopting an enterprise mobility management solution: replace legacy devices with modern smart devices; implement real-time credit card processing and validation; and enhance communication channels between crews and Delta communication centers. Delta chose VMware AirWatch to manage its in-flight mobile devices and enable its cashless cabin initiative.

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With VMware AirWatch, Delta is able to deploy and secure cellular-connected devices to flight attendants, enabling them to process credit cards in real time. Flight attendant devices can also track sales, incentives and activity using internally developed applications. This enables flight attendants to monitor food and beverage levels that require restocking once the plane lands. An added benefit of mobile devices on the aircraft is the ability to sell items that could not be sold before, including upgrades to Economy Comfort, for passengers already on board.

With VMware AirWatch, Delta has enhanced communication with its flight crews through smart devices. Flight attendants are able to access corporate email on their devices for the first time and stay informed and secure no matter where they are in the world.

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VITAS® Healthcare

"We want to be the company that bridges this gap and delivers a combination of technology and business processes that address the challenges of end-of-life care. Mobile technology is how we will realize that vision."

PATRICK HALE
SENIOR VICE PRESIDENT
AND CHIEF INFORMATION OFFICER
VITAS

VITAS

Nurses Can Record Patient Issues in Real-time, Leading to More Immediate Care

Get the Details

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The decision to "go mobile" was deeply rooted in the positive impact mobile technology could have on VITAS' patients, as well as the healthcare industry's shift towards mobility.

"We want to be the company that bridges this gap and delivers a combination of technology and business processes that address the challenges of end-of-life care. Mobile technology is how we will realize that vision," Patrick Hale, senior vice president and chief information officer, VITAS Healthcare said.

At VITAS, 80 percent of employees are engaged with delivering post-acute care in a patient's home. Nurses have dynamic daily schedules where work is driven by crisis intervention. VITAS is currently deploying more than 2,200 mobile devices, a mix of corporate-owned iPhones and iPads, to a range of employees, including physicians, chaplains, nurses, community liaisons and admissions liaisons.

Now, updates to referral sources procedures, addresses and contact information are done in one place and updated automatically, giving nurses more time to focus on the patient and reducing the amount of equipment they have to carry from location to location.

VITAS has also expanded its use of mobile devices to assist in day-to-day pain care for patients. With VMware AirWatch, nurses can record patient issues in real-time, leading to more immediate care for patients compared with the previous paper-based system. Additionally, when nurses are notified that another patient in their facility requires attention, the patient's information is already updated on their devices, enabling them to quickly attend to the patient needs without making an extra trip.

GROUPE
BPCE

GROUPE BPCE

Investing in Mobility and Ensuring Security

Groupe BPCE, the second-largest banking group in France with 36 million clients, is focused on protecting confidential data while staying compliant with industry regulations. With more than 8,000 physical branches and numerous banking tools, the group's headquarters wanted to provide employees with mobile devices to better meet their line of business needs.

GROUPE BPCE

BPCE issued iOS and Android tablets and smartphones based on each employee. Devices were configured through VMware AirWatch with a passcode, device encryption and individual employee's credential for authentication and email access. Groupe BPCE uses VMware AirWatch Secure Email Gateway and VMware AirWatch Mobile Access Gateway with its on premises hardware for an additional layer of security to protect email and corporate resources. With these solutions, employees can safely access their email while on the go.

Internal applications developed for the group by third-party companies use the VMware AirWatch® Software Development Kit (SDK) for added security and convenience. The VMware AirWatch SDK extends VMware AirWatch security to internal applications while simplifying employee access to the client information needed on the job. Since implementing VMware AirWatch and the mobility project, Groupe BPCE has seen a 30 percent increase in user adoption of mobile devices.

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10 Reasons Leading Organizations Choose VMware AirWatch Unified Endpoint Management

1 We offer **one of the most comprehensive platforms** for organizations' unified endpoint management strategies across a broad range of devices and use cases. From mobile devices and desktops to kiosks and rugged devices and even IoT, our device agnostic solution provides a single pane of glass for IT to manage, configure, and secure any endpoint.

2 We offer much more than an endpoint management solution. Tight integrations of VMware AirWatch with the VMware portfolio enable us to provide additional support for a comprehensive **End-User Computing solution**—across application access control, threat detection and remediation, desktop virtualization, and intelligent networking.

3 We are always a step ahead with the **latest innovations** to keep you at the forefront of UEM. VMware AirWatch provides same-day support for the latest OEMs, advanced support for Windows 10 and extensive support for purpose-built endpoints.

4 Industry analysts consistently rank VMware AirWatch as the **market leader**, year after year. Our platform is perfectly positioned to help your business prepare for the next generation of digital transformation.

5 We offer the most advanced support for **Windows 10** with a UEM platform that embodies a cloud and user-centric approach to simplified management and security. VMware AirWatch provides comprehensive capabilities for lower TCO as well as simple and flexible management for IT.

MORE >

MANAGING EVERY ENDPOINT ACROSS THE LIFECYCLE

6 We offer the most **scalable solution** for growing businesses. VMware AirWatch is built from the ground up to seamlessly scale as your deployment grows in numbers and complexity.

7 We have the **largest technology ecosystem** and extensible APIs. Our credibility is indisputable—reinforced by our Mobile Security Alliance (MSA) and AppConfig memberships as well as our strong relationships with prominent innovators such as Apple, Google, Microsoft, and Samsung.

8 We offer **end-to-end security** that you can trust. Our multi-layered approach to security encrypts sensitive company data and secures access from the user all the way to the network, ensuring that your organization's information is well-protected.

9 Our **robust automation engines** enable you to maximize IT time and resources through streamlined initial device onboarding, a powerful compliance engine with automated actions and remediation, and an extensive array of self-service tools.

10 We offer an impressive range of **intelligent insights and analytics** including modular dashboards, pre-configured and custom reporting, and extensibility to third party BI tools.

The most innovative companies around the world rely on VMware AirWatch for their UEM solution.

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Learn more today.

Find out how VMware UEM solutions can help you manage all apps and devices with a single integrated platform. >

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