MAXIMUM MOBILITY, MINIMUM RISK

Computacenter increases employee productivity and workplace flexibility with Enterprise Mobility Management

SERVICES
- Enterprise Mobility
- Supply Chain Services
- Strategy & Advisory, Design & Build, Integration & Migration

USER EXPERIENCE
- Better mobile experience
- Higher satisfaction
- Greater productivity

BUSINESS IMPACT
- Improves service delivery
- Safeguards data
- Cost avoidance savings of £90,000 per annum

BUSINESS OUTCOME
- Aids talent retention and recruitment
- Proven flagship service for customers
- Accelerates transformation

OBJECTIVE

With operations and employees dispersed across multiple locations, Computacenter needs to ensure its people can access key business data and applications regardless of where they are working. Although many staff were already using mobile devices as part of their daily routine, Computacenter wanted to take a more strategic approach that would maximize flexibility and minimize risk.

SOLUTION

The company has deployed an integrated Enterprise Mobility Management solution underpinned by Citrix technologies. Computacenter used its own technical blueprints, reference architectures and configuration guides to define, design and deploy the solution, which can provide a secure platform for both Bring Your Own Device (BYOD) and Corporate Owned, Personally Enabled (COPE) ownership models. The first phase of the solution provides around 750 staff with secure access to more than 10 corporate applications and a host of external apps on both iOS and Android devices. It will also enable business areas beyond sales to mobilize their teams.

OUTCOME

By taking a strategic approach to Enterprise Mobility Management, Computacenter can deliver a better user experience without compromising security. As a result, it has been able to increase staff satisfaction, boost workplace productivity and improve service delivery. The Enterprise Mobility Management solution will also enable Computacenter to pass on knowledge and enhance the services it offers to customers, which will increase competitive advantage.

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> **Stephen Pitt, Head of Group IS Projects, Computacenter**

OBJECTIVE

Mobilizing staff without increasing business risk

To maximize productivity and enhance customer engagement, Computacenter's employees need the flexibility to work seamlessly across multiple locations.

As Pierre Hall, Director of Solutions at Computacenter, explains: "We want to mobilize individuals so they are not tethered to a specific desk or device. As well as helping to drive efficiency, providing such flexibility can improve service delivery and staff satisfaction."

Computacenter undertook a Workstyle Assessment to validate the scope of its needs. The assessment enabled the company to identify those users that would benefit from greater mobile access, along with the apps and devices they would require.

Mobility is particularly key for the company's 700-strong field sales personnel, who routinely require remote access to enterprise applications and data as well as third-party apps.

"We needed an anytime, anywhere, any device, mobile solution that could support our strategy as it evolved," comments Stephen Pitt, Head of Group IS Projects at Computacenter. "We also wanted a solution that could integrate with our application portfolio and enable users to share files across our existing content management system."

At the same time, Computacenter needed to ensure that increasing employee mobility didn't increase data security risks. As Stephen explains: "Many of today's smartphones and tablets have inadequate security, which can result in data protection and privacy issues."

With Computacenter's customers encountering the same obstacles – and opportunities, finding the right approach to Enterprise Mobility Management would enable the company to enhance its services.

SOLUTION

A secure and integrated mobility platform

Computacenter embarked on its Enterprise Mobility Management initiative in February 2014. The solution is founded on a suite of Citrix technologies running on virtual machines connected to the network via Netscalers.

"We were already using Citrix, which meant we could leverage our existing investments," comments Pierre. "Citrix is a market leader for enabling user workspaces and delivering granular and consistent control."

Computacenter developed its own technical blueprints, reference architectures and configuration guides to define, design and deploy the Enterprise Mobility Management solution.

"By using our Tempo methodology throughout the design, development and implementation phases, we were able to ensure the solution was delivered to budget and on time. We've also developed digital guides to minimize the number of support calls," comments Stephen. "These resources and processes can be reused to help accelerate and simplify customer engagements."

The solution, which demanded more than 2,000 man-days of effort, went live in October 2014 in the UK and Germany. It is being rolled out in France during November.

Using corporately issued iPhones and iPad Minis or BYOD devices, more than 700 sales personnel can securely access more than 10 corporate applications. These include Microsoft Office productivity tools and a CRM system, as well as Computacenter's intranet and externally hosted apps.

"The Citrix solutions have enabled us to create an encrypted 'bubble' that is separated from the rest of a user's device. Through this we can deliver corporate data securely, regardless of the device and any other applications being used," adds Stephen.

Computacenter already has plans to extend the apps available to include its sales dashboard, service desk ticketing solution and enterprise social networking tools – all of which will be available through a self-service interface.

The first wave of apps is already available via the App Store. Users will be automatically notified when new and updated apps are available for download.

Computacenter's Enterprise Mobility Management solution has been initially scaled for 5,000 users – and not just in sales. "We have a very large field engineering force, which currently rely on a lot of paper-based processes," comments Stephen. "The solution will be a real game-changer in how we enable users across the business."

OUTCOME

Greater workplace productivity and flexibility

By taking a strategic approach to Enterprise Mobility Management, Computacenter has brought greater flexibility to the workplace without compromising security. "We have balanced delivering an excellent user experience with data protection and IT controls," says Pierre. "This was not an IT project, it was a business enablement programme."

Based on user feedback, Computacenter estimates it will be able to save up to 230 working days per year through staff productivity gains. It also expects cost avoidance savings of £90,000 per annum.

By taking an integrated approach to Enterprise Mobility Management, Computacenter has been able to:

Improve service delivery: Staff can access key information to provide a faster response to queries from both customers and colleagues. They can also record notes and actions as soon as they leave a meeting, which optimizes service delivery and accelerates business change.

Reduce costs: The Enterprise Mobility Management solution and associated apps will enable Computacenter to transform how users work, driving greater efficiency. For example, a dedicated app for making travel reservations means staff can book a journey remotely in real-time as needed rather than paying for a more expensive open ticket in advance. The company has also been able to redeploy a member of the IT team who spent their entire time setting up mobile phones for new users.

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Pierre Hall, Director of Solutions, Computacenter

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Increase staff satisfaction: With seamless access to information and apps on mobile devices, Computacenter's employees can work faster and smarter, which boosts both productivity and satisfaction. With business users increasingly expecting the same features and functionality from corporate devices as personal ones, the solution will also help Computacenter retain and attract the best talent.

Accelerate transformation for its customers: Computacenter now has a proven Enterprise Mobility Management solution that it can take to market. By simplifying the mobility journey, the solution will enable Computacenter's customers to achieve a better return in a shorter timeframe. It will also help Computacenter increase its competitive advantage in the workplace IT space and drive new business opportunities.

"The Enterprise Mobility Management initiative has been a great learning experience; we can pass this knowledge on to customers embarking on a similar journey," comments Pierre. "We now have the foundations we need to continually develop the mobile apps and services we provide to our people to enable them to work more flexibly and effectively."

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MORE INFORMATION

To find out more about our workplace services and read more customer case studies, visit
www.computacenter.com