

AUGMENTING CARE BY MANAGING ENDPOINTS FOR MULTIPLE LOCATIONS

THE SITUATION

Providing a safe and stable environment for our elderly is a noble cause. Yet, in order to ensure communities are positioned to provide maximize benefits for seniors, data security and compliance are critical. A senior independent-living management company that owns multiple communities across the Midwest engaged Tech Orchard to provide employees access to company email, calendars, contacts, applications and files while protecting its most valuable resources: its data and its residents.

GOALS

1. Simplify the management of company-owned and bring-your-own mobile devices, reducing the number of MDM/EMM support tickets.
2. Update the current Mobile Device Usage Policy (MDUP) in order to align with sector best practices.
3. Migrate from an unstable MDM/EMM platform to VMware's Workspace ONE UEM to gain improved functionality, security and enhanced features.
4. Maintain a critical security posture of HIPAA and PHI data, remaining compliant with federal regulations.
5. Improve the end-user experience for employees.

THE SOLUTION

Initial working sessions were conducted with company stakeholders to gather information regarding company practices and update their MDUP to both reflect top industry standards and align with mobility best practices. These updated policies and practices were implemented into the Workspace ONE UEM solution by customizing each deployment profile to provide the required access with recommended levels of security, according to specific use cases. Devices were allowed access to permissible healthcare and service applications for employees located at various facilities. Testing of these use cases was performed to ensure compliance and proper functionality prior to full transition from the previous MDM/EMM solution.

Training sessions were conducted with the various levels of IT staff to provide guidance on device management and Workspace ONE UEM portal maintenance. The staff became fully prepared to manage the solution on their own and customize it as they onboarded additional facilities, with the reassurance of ongoing Tech Orchard support for experiences that require escalation.

RESULTS

1. The customer experienced a 90% reduction in service tickets with Workspace ONE UEM. IT can now provision mobile devices in half the time with more control and confidence in managing their mobile devices.
2. Onboarding processes have been automated to allow for automated deployment of profiles and applications according to employee title, location and device type.
3. IT has access to Tech Orchard engineers for any questions or best practices through an Annual Support Agreement.
4. The end-user experience has been simplified, allowing employee access to appropriate company resources with minimal interaction.



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“THROUGH THIS PROCESS, WE HAVE EXPERIENCED A DRAMATIC IMPROVEMENT IN OUR ABILITY TO MANAGE ALL OF OUR MOBILE DEVICES AND HAVE MADE IT MUCH EASIER FOR OUR EMPLOYEES TO ACCESS THE DATA THEY NEED TO PROVIDE PREMIER SERVICE TO OUR RESIDENTS.”

– IT Manager

Tech Orchard is a VMware Workspace ONE consultant and professional services company that provides a unique set of tools tailored to deliver custom outcomes for your company. We offer mobile strategy, policy development and ongoing support for the Workspace ONE platform to help organizations of all industries and sizes manage and secure iOS, Android, rugged, MacOS and Windows 10 devices.

