

DISTRIBUTING DATA IN A TIMELY, EFFICIENT AND SAFE MANNER

THE SITUATION

Consumers expect to be able to use television to access up-to-the-minute news and information. At the same time, employees expect a similar environment for accessing the resources, tools and data they need to do their jobs successfully. When a large media company operating 60 television stations in 42 markets found themselves struggling to manage mobile devices in multiple offices nationwide, they reached out to Tech Orchard to help modernize their workspace.

GOALS

1. Maintain a critical security posture of tablets and laptops (Mac OS and Windows 10) in various offices, while allowing for unique needs in each market.
2. Update the current Mobile Device Usage Policy to align with industry best practices.
3. Leverage VMware's Workspace ONE UEM to gain improved functionality, security and enhanced employee experience.
4. Simplify the management of mobile devices, reducing the number of MDM/EMM support tickets.
5. Publish and manage applications specific to various diverse groups.

THE SOLUTION

Tech Orchard conducted initial working sessions with company stakeholders to gather information regarding the company's best practices in an effort to successfully update the MDUP. By aligning those with mobility best practices, the client could address all needs within the VMware Workspace ONE UEM console.

To provide better employee experience, Workspace ONE Access was integrated with Okta IDP for single-sign-on (SSO) experience. Tech Orchard developed and implemented a better process for publishing apps, simplifying enrollment of devices, and offering a multi-tenancy platform, which allows unique configurations at each media office location. Ultimately, the new environment allowed for seamless access to company email, calendars, contacts, applications and files.

Training sessions were conducted with 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 offices.

RESULTS

1. Employee mobile devices, tablets and laptops are onboarded simply. IT can now provision devices remotely and in half the time with more control and confidence through automation.
2. IT has one pane of glass for managing all endpoints across 60 offices based on the unique needs of each office and job function.
3. For an extra layer of protection, IT has access to Tech Orchard engineers to any questions or help implement evolving best practices through a multi-year white glove Annual Support Agreement.
4. The end-users experience has been simplified, allowing access to company resources with minimal interaction.



Your Workspace ONE Experts

913.685.1475 | techorchard.com

“ I WISH TO THANK YOU AND THE TECH ORCHARD TEAM FOR ALL YOUR HARD WORK AND HELP GIVEN TO OUR ORGANIZATION OVER THE LAST SEVERAL MONTHS. WE’RE THRILLED TO HAVE WORKSPACE ONE READY FOR DEPLOYMENT ON PCS AND MOBILE DEVICES.”

– IT Director

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.

