

USING CUTTING-EDGE SOLUTIONS TO IMPROVE OUTCOMES FOR EMPLOYEES AND PATIENTS

THE SITUATION

As high-growth pharmaceutical companies race to develop technology that will raise the patient standard of care, they have two choices: be hindered or helped by their approach to mobility and how to leverage the digital workspace. In order to increase employee productivity without compromising data security or compliance, a pharmaceutical company needed a way to secure and manage company owned, personally enabled (COPE) Windows 10 and MacOS laptops in their environment.

GOALS

1. Secure and manage data on COPE laptops for employees accessing mobile, 32-bit (MSI or EXE), PKG and DMG apps.
2. Use Microsoft AutoPilot and Apple DEP to deploy and provision new laptops to a growing number of employees without depending on IT personnel handling the hardware.
3. Save money and provide seamless access to data for each employee on multiple devices.
4. Commit to and deliver on a 6-8 week deployment.
5. Provide remote control for IT to troubleshoot and manage all devices (smartphones, tablets, laptops).

THE SOLUTION

Tech Orchard performed a scoping call and evaluation to determine appropriate action for achieving key outcomes. Because the client was using Office 365 and Azure AD within their remote offices, a VMware Workspace ONE Advanced per-user license was purchased. Tech Orchard configured the console with the proper security, compliance, and management policies for various devices and work profiles.

Working sessions were scheduled to meet the required timeline for Phase 1. Dell laptops were purchased and configured with Workspace ONE and Windows AutoPilot to aid in remote enrollment. Encryption tokens were used to protect Windows 10 and MacOS devices. Final testing was completed in Week 5 and laptops were deployed in Week 6. After all devices were enrolled, the company chose to engage in annual support services through Tech Orchard for direct access to the engineers who performed the deployment. Phase 2 was initiated to enroll all iPhones, iPads and Android devices.

RESULTS

1. IT staff has less involvement and workload due to modern management and remote capabilities from one pane of glass with Workspace ONE UEM.
2. Employees with Windows 10 and MacOS laptops have data access to all of their corporate resources (email, calendar, contacts, applications, intranet, etc.) from one app catalog.
3. Due to the company's three-year support agreement with Tech Orchard, they have confidence their environment remains in a secure and current state, taking advantage of new features and capabilities as they become available through an included Annual Health Assessment.



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“TECH ORCHARD WAS CRITICAL IN THE DESIGN AND DEPLOYMENT OF VMWARE WORKSPACE ONE FOR OUR WINDOWS 10 AND MACOS DEPLOYMENT. THEIR TEAM’S EXPERTISE WAS EXTREMELY HELPFUL, AND WE EXTENDED THEIR ANNUAL SUPPORT FOR AN ADDITIONAL 3 YEARS.”

– 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.

