



## Insight help a multinational banking and global financial services provider deploy over 8,000 uniquely configured iPads.

### THE CLIENT

A multinational banking and global financial services provider with operations in over 50 countries and territories across Africa, Asia, Europe, North America and South America and with around 48 million customers.

### THE REQUIREMENT

The client wanted to introduce new measures to improve the on site experience for their clients by introducing tablets as a means of communication.

Having evaluated various options available the client settled on Apple's iPad as the most appropriate device to deliver the required benefits to their business.

The iPads were to be managed using MobileIron's Virtual Smartphone Platform with email being delivered securely via Good Technology's Good for Enterprise.

### THE SOLUTION

Devices were roughly split amongst two functions, 1600 shared access devices to be used by a number of staff and primarily run client's internal application and 6500 devices that will be allocated to individual users as a personal device.

The dedicated Apple team within Insight organised a workshop for the client's key stakeholders in the process to understand the requirement and agree on a process to deliver it.

Following the workshop it was determined that two separate approaches would be required for pre-configuring the iPads.

For the shared-access devices an appliance-type model could be used whereby Apple Configurator was used to supervise the devices and install the MobileIron client app; this would deliver the following key results:

- User can update the MobileIron client app without requiring the password used to install it
- User cannot connect device to personal computer e.g. for use with iTunes or iPhoto
- User cannot delete the MobileIron client app



### QUICK OVERVIEW

#### CLIENT PROFILE

A financial services provider with operations in over 50 countries and territories across Africa, Asia, Europe, North America and South America and around 48 million customers.

#### CHALLENGE

Control and tracking of iPads as well as configuration of devices for internal and customer use.

#### SOLUTION

Two tiered configuration approach, introduction of security and tracking features.

#### BENEFITS

- Customised deployment & configuration
- Integration into existing asset management System through daily reporting
- Ability to track devices through enrolment into existing client Smartphone Platform

## CASE STUDY: iPad for Business Communication

Additionally, iOS 6 specific features that are enabled with supervised devices such as Single App Mode and the ability to block use of iMessage were of particular interest where the iPads were not allocated to individual users.

For the user-allocated devices a more flexible model whereby the iPads would be prepared, but not supervised, with Apple Configurator. The users would then receive instructions regarding installing the MobileIron client app and additional publically available apps with their own Apple ID once they received the iPads.

In both cases a base level of security and restrictions, which cannot be managed via MobileIron, were applied to the iPads via Apple Configurator. The user or responsible person (in the case of the shared-access devices) would enrol the iPads into MobileIron upon receipt so that appropriate enterprise-specific policies could be deployed along with the client's internally written apps.

In addition to either preparing or supervising each iPad with Apple Configurator Insight's Integration Team was required to apply a customer specific asset tag, rename each device so that it was customised for the target user. They also capture a variety of information from the iPad such as serial number, MAC address, ICCID number, SIM and telephone numbers. This information was collated on a daily basis and forwarded on to the client. This enabled the client to update their asset register and identify devices that had been shipped to users but had not been enrolled in MobileIron.

Finally client specific documentation was added to each box before the iPads were then shipped to over 800 UK addresses.

## THE RESULTS

By leveraging Insight's Apple Team, Project Management Office, Integration Centre and logistics capabilities Insight shipped up to 1,000 individually customised iPads per week to over 800 addresses, enabling the client's users to be up and running with the minimum of inconvenience and effort.

Insight provided the client with support through changes in the MobileIron application and Apple's iOS as well as iPad hardware. Insight continues to consult the client on future iOS deployments.

## KEY BENEFITS:

- Provision of consultation and advice around the most appropriate deployment methods for the client's needs.
- Ability to configure and ship large volumes of iPads customised to individual users
- Integration into client's existing asset management system through provision of daily shipping reports
- All iPads enrolled into the client's MobileIron Virtual Smartphone Platform ready for fine-grained policy management with the ability to track those shipped but not enrolled.

## THE RESULTS



Insight shipped up to 1,000 individually customised iPads per week to over 800 addresses.



Insight supported the client through changes in MobileIron, iOS as well as iPad hardware during project delivery.

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## About Insight

Insight EMEA is a division of Insight Enterprises, Inc., a leading provider of brand-name information technology ("IT") hardware, software and services to large enterprises, small to medium-sized businesses and public sector institutions in North America, Europe, the Middle East, Africa and Asia-Pacific.

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