



MobileIron

CASE STUDY
MobileIron
DELIVERED TO
CMS IT Services



Contents

MobileIron	3
CMS IT Services	4
Challenges faced by the Client	5
Why Aurelius	6
Solution and post solution benefits.....	7

Aurelius



MobileIron training Delivered to Client **CMS IT Services**

Client: **CMS IT Services**

Industry: **Retail Information Technology**

CMS IT Services is one of the India's leading IT services firm providing retail IT services across multi-variate domains of all industrial sectors. They have a spread of thirty branches across India with over 220 direct support centers. CMS IT services has provided comprehensive and structured IT solutions to corporations of various sectors including banking, insurance, retail, telecom and manufacturing.

Being a Blackstone Portfolio organization, CMS IT services provides completely new and cost effective, cutting edge IT solutions which have proven to be reliable, resilient and responsive over the years. Having managed complex IT implementation projects and the integration of emerging technologies in the various dynamic environments over the years, the organization has carved a space for itself in the Indian retail IT sector.

CMS IT also has partnership with various leading IT vendors which include IBM, HP, 3Com, Oracle, Acer, Lexmark and Ocel, to provide their clients with the most updated technologies.

The organization focuses on creating and developing Enterprise IT solutions which would include Data centers, networks and end user computing. They focus mostly on the IT and outsourced business segment.



The company has its headquarters in Electronic City phase 1 Bangalore with a number of branch offices and direct support centers spread across the nation along with direct support for overseas clients.

Technology: MobileIron

Domain: Enterprise Mobile device management

The MobileIron's software is essential a Mobile Device Management system of enterprise level. IT allows the management and organization of mobile devices which may include smart phones and tablet computers setup in enterprise environments.

The software system as of June 2015 shared about 9.2 percent of the total global EMM market share and was stated as a leader in the Gartner's June 2015 study of mobility management suits. The software is now being considered with the big shot suits such as AirWatch, Citrix, IBM and BlackBerry.

By the end of 2016, MobileIron was being considered as the market leader of mobility device management solutions with complete support for the various mobile operating systems along with the layered security model and the fast development which had taken place in the software.

The MDM system is able to provide fundamental visibility and IT controls to the system while providing security management and monitoring capabilities to the enterprises using the employee owned mobile devices or desktops.

Using MobileIron, the employees can very quickly enroll all their mobile devices and also desktops using the MDM seamless process. The tool provides easy privacy along with crystal clear and easy to read policy guidelines for all OS



including android, iOS , MacOS and windows. The following are the important features of the tool which makes it so useful.

1. A self service portal is included which provides the management of common tasks.
2. Various visual privacy policy guidelines are provided for the employees which help understand the protection which MDM provides for personal informations.
3. Users can connect instantly over Wi Fi and VPN profiles
4. Secure access is provided to the business email along with support for exchange, POP IMAP accounts and more.
5. Enterprise applications can be deployed and recommended applications can be made available using an enterprise app store.
6. Existing identity stores such as active directories can be accessed.
7. Man in the middle exploits can be easily prevented using certificate based authentication.
8. Business data access through per-app VPN can be simplified.
9. Jailbroken and non compliant devices can be easily blocked.



Challenges Faced By the client:

The client is a leading retail service provider when it comes to IT solutions and has been instrumental in providing services and solutions to some of the top giants of the IT industry. Providing mobile device management solutions has always been one of the most important verticals they believed would provide them with increased individual revenue and profits. For this they required a globally acclaimed MDM tool along with the technical knowhow of operating it and along with it, knowledge of the fundamental concepts of MDM. Their workforce required the knowledge of fundamental concepts of MDM along with the architectural knowledge in order to provide support and services to their clients in the domain of MDM. These knowledge resources in MDM MobileIron are meant to be provided as retail IT services to their own clients.

With the growing competition in the Retail IT market to provide services, CMS IT needed to provide better Retail IT services from other organizations and they needed to step up their game so that they could provide the best in class MDM support and retail services to their clients. The biggest challenge in this task was to empower their workforce with the knowledge of not just the tool but the fundamentals of MDM itself. The choice of the MDM tool was also to be one of the best in the current industry which was chosen to be MobileIron itself. All the technical challenges faced by the client during the consultative insourcing solution providence were tackled and a complete end to end solution for the client was provided which empowered their workforce and acted as a problem solver in the long run.



Why Aurelius

Aurelius was able to provide CMS IT services with a complete consultative insourcing solutions as per their own requirements and needs and customized to level 3 in order to make sure that their end needs and requirements were inherently met. Efforts were made to make sure that the insourcing solution was at par with the global retail IT industry and kept in line with the The trainer itself was searched for all over the global industry considering the client's global service providence. The trainer was selected as per the criteria set by the client and our own quality standards. Furthermore, with Aurelius, the client gained the advantages of onshore and offshore support along with post solution benefits as and when they needed it.

Aurelius was able to structure the entire insourcing solution from scratch using its solid knowledge base inculcated over the years and the deep rooted ties in the industry. Following were the salient points that were imparted in the solution which benefited the client immensely and were provided by Aurelius.

- Role and Significance of App Connect – securing data in idle state and App Tunel – securing data in motion state and analyzing real time dashboards and analytics.
- RBAC- Role Based Access Control to any device - According to their mobility project, they don't have the skills on have to register multiple devices and monitor the installed and configured apps and functions in real time through Mobile Iron Portal.
- APNS – Apple Push Notification Services – explained on the interface between mi core and iOS.
- Update of Core and Sentry Version.
- Manual and Advance Label on Mi Core Devices Enrolment and applying policies
- Mobile Iron Apps usage on cloud using specific rules



- Device Template registration
- MI Portal Upgrade procedures
- Test Log check and Validations

Solution and Post Solutions Benefits

The client was able to gain immense benefits through this consultative learning solution which has provided them with increased revenue generation and profit gain. The insourcing solution itself was able to provide a return on investment of over 42 percent to the client and they were able to gain this within 6 months of the solution completion. This has been possible because Aurelius structures its solution keeping in mind an Internal rate of return which is delivered to the clients so that results can be measured in tangible and quantifiable manners.

Now, CMS IT Services is able to provide retail MDM solutions to its clients at all levels and in all manners without any hassles with MobileIron as the tool of use. In the capacity of being the problem solvers of the industry, Aurelius has been providing the client with complete post solution support for all their queries and issues with full regard. Currently, CMS IT services has moved up their retail services and are able to provide much better retail services in MDM solutions to their clients gaining increased and stabilized client base.

The aim is to deliver services and reach goals which create a relation which was established considering the client now will also be requiring few more insourcing solutions delivered by Aurelius.