Case Study Large Australasian Bank

Large Australasian Bank Transforms Corporate Workspace Using Silverback by Matrix42

One of Australasia's leading banks has transformed its corporate workspace using Silverback by Matrix42, the enterprise-ready mobile device and workspace management solution. The project has supported a major business transformation at the bank by enabling better remote, flexible and agile working. Silverback has also helped to save time and effort for the IT department and simplified the user experience.

Workplace transformation

As a global organisation, the bank has operations in South-East Asia, China, India, Australia, New Zealand, United States and Europe. It is evolving rapidly to meet the needs of its customers and staff. A recent internal study showed that over 80% of employees wanted to work flexibly and remotely in order to achieve an effective work life balance. The bank also knew that external customers have an expectation to be able to contact staff anytime and anywhere they are working.

Two initiatives addressing these workplace challenges became a critical feature of the bank's business transformation. The business embarked to replace traditional desk phones with Smartphones for all staff. It also realized that with the introduction of mobile productivity apps for its employees the organization could be far more productive. In order to achieve this, an enterprise mobility management (EMM) solution was needed that could deliver compliance and security, and the tools for users to work more productively.

Empowering user self service

The role of enterprise mobility management within the new workspace was vital. The key criteria were customer experience and simplicity. If it was going to be difficult for users to enrol a mobile device, or download and install a mobile app then adoption rates would suffer. The bank evaluated a number of solutions and selected Silverback by Matrix42 for enterprise mobility management and MDM. Silverback fully met the bank's technical requirements such as security, certificate-based authentication, scalability and the ability to work across multiple platforms. This includes Apple iOS, Microsoft Windows and Samsung SAFE for Android. During the evaluation, the bank could see how Silverback provides a simple user experience with ease of deployment and enrolment of new devices. The success of the project is reflected in the way in which users simply receive a mobile device and a SIM card plus a single page of instructions.

Staff only needs to visit a self-service portal and enter various details such as mobile number and employee number and Silverback automatically enrols the device and provisions the apps that the user needs –there is no need to have a client installed on the device.

> Silverback has helped to save time and effort for the IT department and simplified the user experience.

The challenge
The bank needed an enterprise mobility management solution as part of a major business transformation. The key criteria were customer experience and simplicity. If it was going to be difficult for users to enrol a mobile device, or download and install a mobile app then adoption rates would suffer.

Exploiting the cloud

The bank has deployed Silverback as a cloud-based solution for its employees world-wide. The resulting implementation was rapid and the pilot was underway within a few weeks. The progression to full deployment took a matter of months. It was very quick by enterprise standards.

The first use case the bank deployed was device security, followed by secure corporate email and finally the mobile app which enhances staff productivity. Additional apps were developed and deployed following the initial phase.

The bank recognised that a SaaS approach was the easiest and quickest deployment and maintenance option, as it eliminates traditional change and release processes. Crucially it was easily integrated with the bank's back-end security and PKI authentication infrastructure.

Authenticating and identifying users is a complex process, but the Silverback features such as LDAP referral chasing and other functionality work very well. The solution also makes use of existing edge security infrastructure, firewalls and reverse proxies.

Silverback has allowed the bank to leverage scalability and sophisticated on-premise security controls using the power of the cloud in a secure manner that didn't compromise the bank's core data.

Improving the workspace

The Silverback project has helped the bank to transform the working environment for staff world-wide.

The biggest benefit is better enablement of the workforce to work flexible and remotely, yet remain contactable. Silverback is a platform that supports the goal of flexible working and the bank saw a very quick payback on the project from the productivity gains. Compliance, security and scalability were other key aspects of the project's success.

Silverback provides the desired balance between supporting user-centric flexibility and the security and compliance standards required by the bank. User feedback is that enrolment and access to apps is simple and easy. Silverback saves users and staff time and effort. For example, searching for a member of staff or a facility is straightforward within the new environment.

The solution
The bank selected Silverback by Matrix42 for enterprise mobility management and MDM. Silverback fully met the bank's technical requirements such as security, certificate-based authentication, scalability and the ability to work across multiple platforms. This includes Apple iOS, Microsoft Windows and Samsung SAFE for Android. The bank could see how Silverback provides a simple user experience with ease of deployment and enrolment of new devices.

Enhancing productivity

One of the examples of the productivity gains from introducing a seamless user experience occurs where a user in the flexible working environment finds an issue such as a broken desk or faulty monitor, with a couple of clicks in the service desk module app, they can log this as an issue which is automatically pushed to the property or IT support department to resolve. The mobile device supplies the information on who has reported it and where they are, all the user has to do is take a photo. This eliminates the need to create support tickets and enter detailed information. Even after Silverback was acquired by Matrix42 the bank continued to receive a good level of service with the added benefit of direct interaction with the Matrix42 head office in Germany which brings the opportunity to provide input into future product direction.

> One of the Australasia's leading banks is a major global organisation. The bank has operations in South-East Asia, China, India, Australia, New Zealand, United States and Europe and is evolving rapidly to meet the needs of its customers and staff.

The future is digital

As many users are running Windows, the bank appreciates the zero day support for mobile OS platforms to ensure it can meet users' expectations for upgrading. Future plans include using upcoming functionality in Silverback to enforce best practice security and authentication standards, as well as to provide new digital capabilities to our staff.

The bank realised that mobility is more than enterprise mobility. It is now well on the way to achieving the aim of enabling staff to be more productive and engaged with the business. Looking back it is clear that the Silverback project has delivered on the original goals and objectives.

Benefits

The Silverback project has helped the bank to transform the working environment for staff world-wide. The biggest benefit is better enablement of the workforce to work flexibility and remotely, yet remain contactable. Silverback supports the goal of flexible working and the bank saw a very quick payback on the project from the productivity gains. Compliance, security and scalability were other key aspects of the project's success.

Matrix42 AG

Matrix42 is a top provider of workspace management software. The company offers forward-thinking solutions for modern work environments under its 'Smarter workspace' motto. More than 3,000 customers around the world, including BMW, Infineon, and Carl Zeiss, currently manage approximately 3 million workstations using workspace management solutions from Matrix42.

Matrix42 operates successfully in seven countries – Germany, Austria, Switzerland, the Netherlands, the United Kingdom, Australia and the United States of America. The company's headquarters are in Frankfurt am Main, Germany.

Matrix42's products and solutions are designed to manage modern work environments simply and efficiently – across physical, virtual, and mobile workspaces. Matrix42 focuses on user orientation, automation, and process optimization. The company's solutions meet the requirements of modern employees who want to work from any location using a wide range of devices, while also addressing the needs of IT departments and businesses.

Matrix42 offers its solutions to organizations across different sectors who value forward-looking and efficient workspace management. The company also successfully collaborates with partners who provide on-site consultation to Matrix42 customers.

For further information, visit: www.matrix42.com

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