CASE STUDY

Unify the management of mobile resources for municipal services.

ESCH

telindus

THEIR OBJECTIVES

- Having a multi-operating system platform capable of supporting both iOS and Android devices.
- Managing all types of devices globally through a single console.
- Benefiting from a web platform to facilitate update processes and daily use.

THEIR CHALLENGES

- The existing Mobile Device Management (MDM) solution only supported one operating system.
- Installed locally, this platform required IT interventions for server and application updates.
- Need to extend the device authentication system via certificate across the city's Wi-Fi network to the entire mobile fleet.

THE SOLUTION

- Telindus deployed the MobileIron Unified Endpoint Management (UEM) platform:
  -Automatic enrollment and configuration of devices.
  -Device management across the Wi-Fi network regardless of the operating system.
- All users required to work outside the offices can now have a mobile device to access, at the very least, their email.
- Among these users are the heads of departments from various city administrations, municipal employees, staff from the energy provider Sudstroum, and even counselors and aldermen of the City of Esch.
- Extension of the project to the primary schools of the City of Esch-sur-Alzette (currently being deployed).

THE BENEFITS FOR THE CITY OF ESCH

- Today, all users of mobile devices in the City of Esch's services (and soon the primary schools under its jurisdiction) have access to an automatic enrollment system for their device. This solution allows the IT department to manage the mobile fleet more easily, benefit from significant time savings, and be less solicited by users.

- Creation of accounts for iOS devices via Apple Business Manager and Apple School Manager, enabling the direct installation of applications, whether free or paid, acquired in batches of tens or hundreds of units.

- The user is relieved of any concerns: when they receive their device, they simply need to turn it on and log in with their usual credentials to immediately access the services and applications to which they are entitled.

- New features:
  -The MobileIron Docs@Work application allows users to access, view, annotate, and securely share documents, whether they are email contents or documents stored in various repositories on-site or in the cloud.
  -The MobileIron Apps@Work app store allows users to download both internally developed business applications and third-party applications approved by the IT department.
  -The enterprise store can also be customized by IT administrators, who can assign applications to specific users or user groups.

DISCOVER THEIR STORY

"The City of Esch is particularly open to new technologies, and the IT department team is proud to regularly offer the city's services innovations recently introduced to the market.

"The experts at Telindus demonstrate great responsiveness, and they provide us with unwavering support. Based on this, we plan to expand our collaboration to integrate certain cloud services such as Office 365 into the MobileIron solution, but also - and above all - to implement preventive measures and controls to protect our users against various mobile threats and attacks."

CHRISTOPHE CABRAL - Systems Administrator, IT Department, City of Esch-sur-Alzette