

Galaxy Mobility Team Increases Productivity for a Leading Indian Bank Using VMware's Workspace Suite

The Problem: -

Our customer is one of the largest public sector banks in India, operating out of more than 14000 branch offices and serving more than 100 million customers. The biggest challenge before them was the need to secure all mobile devices used by their employees, from malicious software, data thefts and unauthorized use. They wanted to facilitate easy, secure and instant access to their critical corporate resources like mail, TAB banking and intranet applications for all their employees using different types of devices, and distributed across various locations. There was a growing need to have a centrally managed, secured VPN environment with easy access to employees from all locations, to increase their productivity.

The Solution: -

Galaxy offered a holistic, end-to-end solution to the customer using VMware's Workspace Suite. It comprises of Workspace One and AirWatch, and combines application, device and data management with features such as centralized identity management and policy enforcement. This empowers employees with anytime, anywhere access to corporate resources and transforms workflows to simplify the process of IT management.

This enabled the bank's employees to have easy, consistent and secure access to emails, content and applications from any device such as a smartphone, laptop, or a tablet device running on any operating system. Galaxy offered secure access to the bank's critical internal applications such as CRM and Social Media Management applications, settlement, reconciliation and complaint management applications, etc. AirWatch solutions help employees in staying connected, and also in securely accessing all required corporate information on the job. When employees enroll their own devices into AirWatch, an email is automatically provisioned based on their Active Directory credentials. This makes it easier for the employees to receive corporate communications without the need to maintain complicated passwords and/ or additional steps. AirWatch also helps the bank deliver applications to devices remotely.

Benefits: -

Galaxy was able to deliver a solution that addresses each customer requirement within assigned timelines, with reliability and using a minimum budget.

Galaxy's solution helped the customer to:

- a. Empower their employees with flexible work locations and timings, leading to an increased productivity across the organization. Likewise, instead of most employees carrying multiple devices that are difficult to manage, many employees now use a single phone/tablet.

- b. While device configuration used to take more than 30 minutes per device earlier, the VMware Workspace suite has reduced this time to less than 5 minutes. Thus, customer's IT team is now able to deliver the same experience securely and reliably across applications on each device. This has led to better management and security.

This project was rolled out for a group of 20000 employees chosen by the client. Based on positive outcomes of this implementation and tangible business benefits therein, the bank is planning the next phase of roll out to cover almost 3 – 4 Lac employees across the country.