

## Building technology firm reduces enrollment time by 75 percent per mobile device

Elevion uses KACE® Cloud Mobile Device Manager by Quest® to easily enroll and update more than 700 smartphones across partner companies around the country.



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*Erik Rastelbauer  
Certified IT Business Manager, Elevion GmbH*

### CUSTOMER PROFILE



<b>Company</b>	Elevion GmbH
<b>Industry</b>	Construction – Building Technology
<b>Country</b>	Germany
<b>Employees</b>	3150
<b>Website</b>	<a href="http://www.elevion.de">www.elevion.de</a>

### BUSINESS NEED

For hundreds of devices and field workers, Elevion needed to standardize security, remotely administer smartphones and control business data separately from personal data.

### SOLUTION

By implementing KACE Cloud Mobile Device Manager, Elevion's IT department simplified the way it manages the mobile devices of its remote workers. The 20-minute, in-person chore of enrolling a device is now reduced to a five-minute online task, and employees in the field now receive all the mobile applications they need in less than five minutes.

### BENEFITS

- Ensured protection for users' personal data and Elevion's company data
- Slashed time required to enroll a device and eliminated the need for manual, in-person updates
- Enabled migration of all mobile users to Microsoft Teams and reduction of shadow IT

### PRODUCTS & SERVICES

[KACE Cloud Mobile Device Manager](#)

How can you secure company data on mobile devices when you don't know how many you have, where they are or which version of Android and iOS they're running?

You can't keep your company's data secure in those conditions. That's why the IT department at Elevion GmbH was so keen to simplify enrollment and control of all the mobile devices. They wanted to keep their field workers as productive as possible at all times.

Elevion, headquartered in Germany, is a group of medium-sized companies specializing in technical building equipment. With 50 domestic locations and several international offices, the company is known for electrical engineering, mechanics and automation. Its model of growth by acquisition has resulted in a mixed landscape of mobile devices supported by a distributed IT team of 30 technicians.

With more users, Elevion has more devices, leading to more potential exposure points of company data.

### THE THREE BIG PAIN POINTS OF MOBILE DEVICES

"Our first problem was that we couldn't secure our data on all our users' mobile devices," says Erik Rastelbauer, certified IT business manager at Elevion. "We didn't know the quantity, the whereabouts or the update status of our devices. Some were new and well protected, but others ran early versions of Android."

Another problem was that of keeping personal and company data separate. "We permit our employees to use our company phones as personal phones as well, so they install apps and games, which is fine with us. The problem is that we couldn't separate personal data from business data on the devices. Under the strict privacy laws in Germany, a business has a hard time when it wants to examine a phone that contains private data. You must assure users that their data is safe, and that nobody can see their photos, where they are today and the like." The issue of personal data is also critical to ensure Elevion's adherence to the EU's broader General Data Protection Regulation (GDPR).

"Finally, it was a nightmare to maintain software companywide," says Rastelbauer. "On Android devices, we used an APK installer. On iOS devices, each of our partner companies had its own Apple account. For email, the technician would configure the settings manually, then hand the phone to the user to enter the password. If a worker at a construction site 400 kilometers away called to say, 'Mein Outlook ist kaputt,' he or she had to bring the phone in so we could re-install the app. Everything was time-consuming for both the users and the technicians."

### KACE CLOUD MOBILE DEVICE MANAGER: FASTER DEVICE ENROLLMENT, STRICTER PRIVACY AND UNIFIED ENDPOINT MANAGEMENT (UEM)

Industry colleagues told Elevion's IT team about mobile device management products and UEM. Rastelbauer and his co-workers wrote a document summarizing their technical specifications, then evaluated a shortlist of MDM software including MobileIron UEM, Microsoft Intune and KACE® Cloud Mobile Device Manager. The company selected KACE because it ticked all the boxes and was attractively priced.

Within a year, IT had automated the management of 700 mobile devices in the cloud using KACE Cloud Mobile Device Manager, freeing up large chunks of its technicians' time.

"Enrolling a single device used to take about 20 labor-intensive minutes in person," says Rastelbauer. "A couple of minutes for basic setup, then install the apps, keep the internet connection, check the Wi-Fi profiles, set the security profiles and so on. Now, our technician spends five minutes on basic setup of many of our remote devices and KACE does the rest from the cloud. That's fantastic. Plus, we can push TeamViewer onto every device, which saves us time and frustration in supporting remote users."

"[Using KACE to install Microsoft Teams] reduces the shadow IT problem for the business and gives everyone the same tool for company communication."

Erik Rastelbauer  
Certified IT Business Manager,  
Elevion GmbH

Rastelbauer says that Elevion users can now clearly distinguish company data and personal data. “Thanks to KACE, I can tell our Android users to imagine all the data on their phone as if it were an island. A rock on that island is the workspace containing only company data, and they must go to that rock and enter a PIN if they want to access company data. They can do anything they want on the island, but Elevion always controls the rock.” Users also understand that, if the device is lost or stolen, KACE Cloud Mobile Device Manager enables IT to remotely wipe all the data, both business and personal.

By unifying the management of user devices, Rastelbauer says Elevion has reduced shadow IT — especially the pervasive use of WhatsApp — that filled the gaps around scarce IT resources. “On every construction site, our field workers use WhatsApp to send photos and messages to one another. They were even starting to use personal WhatsApp accounts to move company data around, which was a disaster from the perspective of mobile device security. We’ve dammed that up by using KACE software to install Microsoft Teams to the company workspace of every device. That reduces the shadow IT problem for the business and gives everyone the same tool for company communication. People can use WhatsApp for personal data, but not for internal communication.”

### **KACE TECHNOLOGY FITS THEIR BUSINESS**

Elevion owes much of its agility and market success to its model of multiple partner companies that operate differently.

To unify mobile device management practices across all companies, IT has created 20 different policies in KACE Cloud Mobile Device Manager. The group values KACE for the flexibility and control it allows.

Rastelbauer also gives high marks to the KACE engineering and product teams. “As the IT project manager, I had misgivings when our company first decided on KACE,” Rastelbauer says. “But I had to work with it, and ultimately it won me over. In the year we’ve been using KACE, Quest has made more progress on it than we’ve seen in five years with most of our other IT products.”

He feels that Elevion’s input and comments are important to KACE. “I always thought that if you pay the top-dog price, you’ll get top-dog support. But you have the problem that you are one of thousands, and that’s no guarantee of good service. When we suggested an improvement to KACE, the people at Quest said, ‘We’ll get back to you next week.’ Surprise! They got back to us the following week. Then they said, ‘We’ll implement that within three months.’ Surprise! They implemented it within three months. That is really, really cool.”

### **ABOUT QUEST**

Quest creates software solutions that make the benefits of new technology real in an increasingly complex IT landscape. From database and systems management, to Active Directory and Office 365 management, and cyber security resilience, Quest helps customers solve their next IT challenge now. Quest Software. Where next meets now.

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