

MATRIX42

SMARTER WORKSPACE – BETTER LIFE



SUCCESS STORY

Fraport AG



Germany's largest airport gains top mobility with Matrix42 – Fraport replaces all BlackBerrys

Security is one of the key concerns of airport operator Fraport AG. Increasingly, mobile workstations equipped with mobile devices are used to carry out security-related tasks. But this logistical feat is not possible without systematic mobile device management.



"Now that we're using MDM from Matrix42, we can easily and reliably keep pace with any developments related to our mobile device pool: Whatever happens, we are on the safe side with this solution!"

DANIEL FLATH

IT Architect, Information and Communication Services, Fraport AG

ONE STEP AHEAD

If you want to be a step ahead of the game, you need to get ready for new mobile challenges and devices today. Daniel Flath, IT architect at Fraport AG in Frankfurt, is well aware of this. He and his colleagues know that controlling and managing the mobile devices of a corporation with approx. 21,000 employees is increasingly critical.

"Our objectives, including sustained business success and the independent application of mobile devices, set the framework for how we need to carry out mobile device management in the future," concluded Flath back in January 2011. The IT architect and his colleagues began researching the market and testing various solutions. The key focus was on how well Android, iOS and Windows Mobile could be managed because at that time, Fraport was only using Windows Mobile devices. After the testing stage, the decision was made to implement the device-independent MWM (mobile workplace management) solution from Matrix42. Fraport had already been using the 'Empirum' systems management solution from Matrix42 for a decade, and was very satisfied with its performance, so the team was



FRAGPORT AG

Fraport AG is a leading full-service global airport service provider. The Frankfurt Airport operated by the company is one of the largest aviation hubs in the world. The Fraport AG service range includes all services related to flight operations. The company's workforce of over 20,000-plus employees also provide airport retailing and estate development services.

Fraport AG has holdings and subsidiaries on four continents.

Challenge



Fraport AG's employees increasingly rely on mobile devices or work at mobile workstations. This includes, for instance, sturdy handheld devices for mobile identity card and passport inspection on the airport premises. Fraport needed modern MDM software that would enable the company to centrally control and manage all its mobile devices. The result: sustainably smooth operations in a working environment that is becoming more mobile by the day.



excited about the new Matrix42 solution. "We tested Matrix42 MWM extensively and we were very impressed from the start. It certainly paid off to wait for it," explains Flath. The key reasons for selecting the product included its excellent range of functionality and the simple, intuitive user interface. Unlike competing software that failed to convince the team in terms of either features or usability, Matrix42 MWM received top marks across the board. Moreover, the multiclient capability of the system allows the different departments to administrate their mobile devices. Once the decision had been made, things progressed rapidly. The managers in charge were informed, the budget was planned and Fraport's MDM project was good to go.

PATIENCE PAYS OFF IN THE END

Flath received efficient, expert support both from Matrix42 as well as from its U.S. technology partner AirWatch during the implementation stage. "We were quite impressed with the dedicated help provided by the members of the Matrix42 team and their American colleagues. The support was nothing less than excellent."

Following the deployment stage, the Matrix42 MWM solution went live in mid-2012. At present, Fraport uses it to manage 500 iPhones, 130 Android devices and 250 Windows Mobile devices. Fraport's technical architecture for mobile device management is set up as follows: All servers are hosted in the DMZ and are protected by multiple firewalls. Users benefit in various ways including faster support, centrally managed guidelines and easy distribution of applications, to mention just a few.

FUNCTIONS & FEATURES

Matrix42 MWM enables Fraport to secure and manage all its mobile devices. A single interface provides core IT- and IT support staff with all the information they need, transparently and in real-time. This results in more efficient mobile working processes. The solution also supports the simple registration of all devices and remote configuration, as well as the easy implementation of company-wide app catalogues. Fraport also introduced an internal 'Fraport App Store', which is very popular with the iPhone users. Matrix42 MWM helps Fraport guarantee secure device access, protect corporate data and, in the event of loss or theft, block iPhones or delete data stored on the phone.

These functions improve daily operations in various ways: 40 Windows Mobile Motorola MC75 devices are used to perform mobile identity card and passport inspections. 25 Motorola MC75 devices used by the mobile patrol staff can be managed and supported. The jetway drivers are equipped with 80 Windows Mobile Motorola MC75 devices, and an additional 60 Motorola devices are used for servicing the infrastructure – and all of these devices must be managed. A key requirement for successful device management is the ability to remotely configure the special Fraport Windows Mobile business apps as this allows administrators to perform app updates or define registry keys, among other things. "The service personnel working in the terminals use approximately 100 Android Samsung Xcover devices. But the 500 iPhones used by our administrative staff make up the bulk of our device pool," adds Flath. By the end of 2014, another 500 BlackBerrys will be replaced with iPhones, and several specialist departments will receive additional Motorola MC75 devices.



Solution

The IT team carefully researched the MDM market and ultimately opted for Matrix42 Mobile Workplace Management:

- Firstly, because it offers strong functions and high usability;
- and secondly, because Fraport had already been successfully using Matrix42's 'Empirum' workplace management solution for over ten years.



"Partnering with AirWatch, Matrix42 is very well positioned in the MDM market with a product that provides a perfect balance between functionality and user friendliness. On top of that, we have been using the 'Empirum' systems management software for more than ten years, so we are already intimately familiar with Matrix42's processes."

DANIEL FLATH

IT Architect, Information and Communication Services, Fraport AG

CONCLUSION

Matrix42 MWM helps Fraport AG keep pace with developments in the mobile market. Whatever the task, from managing the 250 existing Motorola MC75 devices to supporting 1000 iOS devices or different Android smartphones, Matrix42 MWM can handle any challenge, now and in future. "The easy-to-use UI and multiclient capability of Matrix42 MWM represent key benefits. Thanks to these functions, the various departments can manage their mobile devices with ease. And the solution is highly scalable, so we can introduce it at other sites should the need arise. As regular updates and new functions demonstrate, Matrix42 constantly adapts and evolves its solution to keep up with developments in the mobile market, giving us the confidence that we will continue to benefit from this IT investment," concludes Flath.

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