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Case Study

Third-Party Enterprise Mobile Computing Management Solution

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About Western Tech Solutions

[Western Tech Systems](#) provides a variety of professional IT services to a wide range of enterprises in the education, health, and transportation sectors. Over the past 15 years, it has partnered with many companies providing them with an enterprise mobile computing management solution.

We procure, kit, configure, enroll, secure, and roll out mobile devices (based on iOS, Android, Linux, and Windows platforms) to enterprise

customers, with such assets seamlessly connected to the most optimal wireless networks. We provide an IT hardware depot and logistics solution for the enterprise as well as device life cycle management that refreshes the inventory by buying back the previous generation of mobile computing assets, thereby recovering value for the enterprise. Additionally, we provide end-of-life IT asset disposition with data deletion conforming to NIST or DoD standards.

The challenges of in-house mobile asset management

In today's rapidly evolving business landscape, companies continuously strive to optimize their OPEX to stay competitive and drive growth. One area of increasing importance is the management of their mobile computing assets, particularly the devices used by employees for daily operations. Managing a fleet of mobile devices can pose significant challenges for organizations, especially when these devices are spread across multiple locations, consist of different types of hardware, software and applications, and require seamless, cost-effective connectivity to the wireless network available at any location.



Moreover, as the number of devices an enterprise uses grows, IT departments face the challenge of effectively managing these assets and their secured connectivity to the enterprise cloud data centers and the world wide web over public and private wireless networks. This includes ensuring that mobile devices are properly enrolled in the enterprise's Mobile Device Management (MDM) solution — that is, configured with software that conforms to the enterprise's requirements, and compliant with relevant security standards for encryption of data at rest and in motion. Failure to properly manage these devices can lead to increased security risks, reduced productivity, and higher costs.

One of the most time-consuming tasks is device rollout, which involves enrolling devices in the MDM solution, customizing the hardware, and configuring the devices with corporate

applications, asset tagging, and tracking for zero-touch configuration by the enterprise's IT staff.

Another deployment complexity, especially for enterprises with national or global presence and roaming employees, is ensuring their ability to seamlessly connect with corporate resources using the most optimal and cost-effective networking option, no matter where they are.

Another challenge faced by enterprises is the rapid obsolescence of technology and the need to keep up with the latest (and usually more secure) versions of Windows, Chrome and Apple operating systems, which, more often than not, also require the latest hardware.

Also, internal IT departments have to take charge of maintaining an inventory of IT devices, handling the recovery of

damaged devices, ensuring their repair and reuse, and recycling unusable or obsolete devices in an environmentally-friendly manner. Moreover, when refurbishing or recycling devices for future use, it is essential to ensure that all data-containing devices are handled securely, with data destruction processes in place to prevent unauthorized access to sensitive information.

Traditionally, internal IT staff in enterprises have taken on this responsibility, but as the scale of operations increases, this approach becomes costly and inefficient.

The Opportunity

Except for a few large enterprises, maintaining an in-house warehouse of IT assets and IT staff managing their deployment can involve significant OPEX. These days, it is typical for an employee to have two or three devices on average, for example, a desktop or laptop, a mobile phone or a tablet, and often all three. As the number and variety of devices per employee and employee headcount grow, IT departments are increasingly challenged to manage these assets. Moreover, when employees are on the move, it is necessary that they have seamless connectivity to voice and data services without requiring complex re-configuration (or even being aware) of their underlying networking solution.

MDM includes maintaining an inventory of assets to give new employees or replace outdated or malfunctioning ones, enrolling them in the MDM solution and configuring them with approved software, activating secured wireless access, repairing devices, and properly recycling those at the end of their lifecycle.

Moreover, data breaches can be catastrophic for businesses, resulting in financial and reputational loss. Unfortunately, many enterprises undermanage data security practices. Data in devices must be properly secured to prevent unauthorized access to sensitive information, especially when devices are returned for refurbishment or recycling.

Outsourcing these essential activities, especially in a mixed hardware and OS environment, can lead to significant cost savings, allowing enterprises to concentrate investments in their core business. Third-party solution providers that specialize in device procurement, asset tagging, MDM enrollment, customizing hardware, configuring software and applications, activating secure wireless access, service depot hot swap and repair, devices refresh and asset value recovery for the enterprise as well as secured scrap recycling can help enterprises to manage their complete device lifecycle and minimize OPEX.

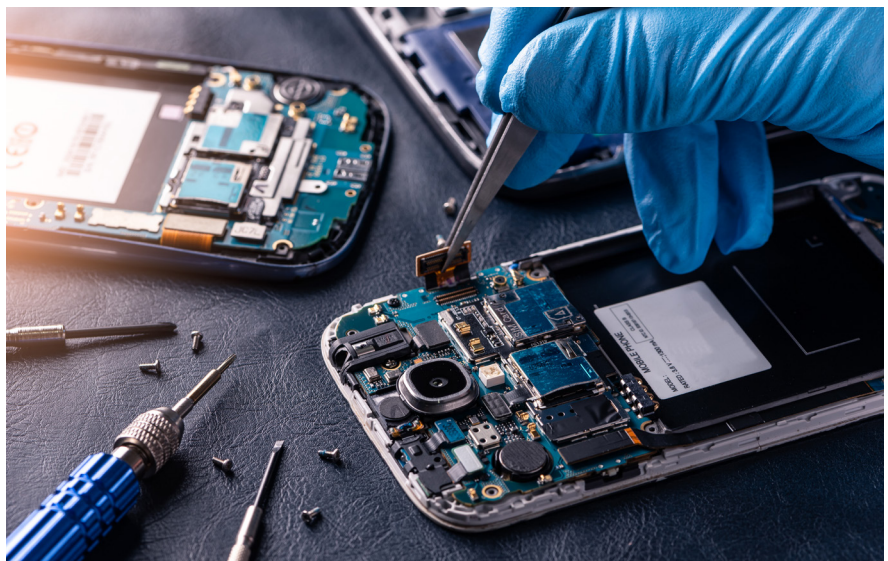
Sometimes it may also be more cost-effective for companies to outsource the purchase or leasing of their IT assets

to a third party that is experienced in evaluating the best hardware available at any given time and price point and pass along to clients the cost savings that come from buying in bulk. Given the constantly changing state of information technology, a company that outsources the purchasing or leasing will also be reassured if the same party buys back the devices after a certain period, ensuring that it will always be equipped with the latest IT assets.

Enterprises with a global and/or roaming workforce also need wireless connectivity solutions that seamlessly choose the most optimal and cost-effective networks (whether WiFi or cellular) to access corporate resources without end-user involvement.

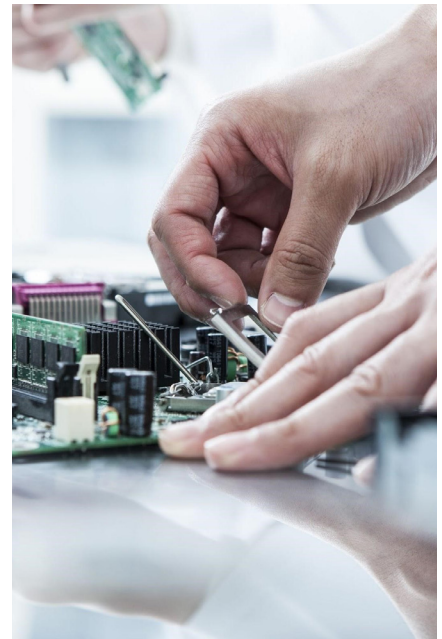
Data in devices must be properly secured to prevent unauthorized access to sensitive information, especially when devices are returned for refurbishment or recycling.

Western Tech has seized the opportunity to provide businesses with these essential services, including asset purchase or leasing, a buyback guarantee, MDM enrollment, device configuration, wireless networking, warehousing, repair, refresh, recovery, and recycling.



The Solution

Company X, a market leader in the healthcare industry with over 200,000 employees in many locations globally, offers an example of how managing their arsenal of IT devices began to bog down departmental staff and time, and exceed the budget allocated for these tasks. Company X supports over 5K devices, which include Windows and Mac desktops, Windows laptops, MacBooks, iPads, and Apple and Android smartphones, as well as a variety of standard office productivity software. Several hundred of these devices also required wireless connectivity to Company X's cloud database of medical records.



Having evaluated several providers based on their experience, certifications, and location, Company X chose Western Tech to implement a device warehousing, management, repair, reuse and recycle solution. With this partnership, Western Tech took on the responsibility for

- ✔ Offering Company X the option to purchase or lease their IT assets from Western Tech, with the guarantee to buy back functioning devices after one, two, or three years (depending on the device type);
- ✔ Providing asset tagging, MDM enrollment, configuring software and applications, and kitting the handhelds with rugged cases and hygienic keyboards;
- ✔ Reselling the networking services of certain over-the-top connectivity providers to ensure wireless voice and data coverage globally, while reducing costs by pooling data usage;
- ✔ Maintaining an inventory of supported devices for Company X and ensuring timely delivery of such assets to employees as requested via an asset management tool created for this purpose;
- ✔ Refreshing devices returned by departing employees of Company X by verifying proper hardware functions of all components, repairing those that do not meet quality control checks, and cleaning and repackaging them for reuse.
- ✔ Securely scrubbing data from returned devices and re-imaging them with company-approved software (OS and applications);
- ✔ Ensuring timely delivery of device requests from its warehouse, meeting delivery guidelines set by Company X;
- ✔ Ensuring that IT assets that have reached their end-of-life are suitably disposed of, with all data deleted per NIST or DoD standards.

Western Tech's solution offered several features that stood out for Company X.

- ✔ **EASE OF USE:** Smooth and easy devices rollout for employees by centralizing activation, asset tagging, MDM enrollment, seamless wireless connectivity on a global scale for voice and data, customizing hardware (such as cases and keyboards), and remote configuration of software and applications.
- ✔ **LOCATION:** Western Tech's warehouse location in Dallas, Texas, just minutes from DFW International Airport, allows them to provide rapid response times to shipping requests, often dispatching orders on the same day as received.
- ✔ **COSTS:** There are some additional advantages beyond faster shipping times. With real estate and operating costs generally lower in the Dallas area than in other parts of the country, Western Tech can pass on these savings to its customers.
- ✔ **CERTIFICATIONS:** Western Tech has the R2 (Responsible Recycling) version 3 certification, the gold standard for electronics recycling and refurbishment. Developed by SERI (Sustainable Electronics Recycling International), this certification demonstrates the certificate holder's commitment to responsible and sustainable electronics recycling practices, including legal and regulatory compliance with environmental, health, and safety standards, the proper storage and handling of materials and providing a transparent chain of custody for assets under management.

Summary

Western Tech Systems has a proven record as a cost-effective solutions partner for Enterprise Mobile Computing Hardware lifecycle management. It offers a secure and efficient solution for the enrollment, activation, configuration, and deployment of Windows, iOS and Chrome-based devices.

By outsourcing these activities to Western Tech, Company X has overcome the challenges of in-house device management and now enjoys the benefits of a cost-effective, efficient, and secure solution to mobile IT asset management.

