



EnWin Utilities

CASE STUDY

IMPROVING MOBILE DEVICE SECURITY AND MANAGEMENT

THE CHALLENGE

Like many other businesses, EnWin Utilities' mobile IT environment used to be a lot more homogeneous; until December 2012, the electricity distribution company only supported BlackBerry® smartphones plus some ruggedized laptops for field workers. EnWin began to face pressures from various parts of the organization to support other devices and operating systems, including Apple iPhones and iPads, on the corporate network. In part, this demand was driven by the desire to roll out mobile applications for field crews, management and executives. "Our BlackBerry Enterprise Server did not support the iOS devices, which meant that the IT team could not enforce security policies or wipe lost or stolen devices," said Andrew Ciavaglia, Technology Services and Support Manager at EnWin. While Ciavaglia and team realized that they needed a mobile device and mobile app management solution, they also didn't want to overburden the IT administrators.

THE SOLUTION

EnWin turned to Rogers for an enterprise mobility management solution that would allow the IT department to manage its fleet of devices and securely roll out apps to end users. Rogers suggested a managed solution that would deliver all the security and control benefits that EnWin needed while minimizing the time and effort of IT administrators. Rogers provided a fully managed, cloud-based mobile device management and mobile application management solution. "Rogers worked closely with us to set up our security policies, onboarding tools and end user documentation," said Ciavaglia. Today, participants in the program can enroll themselves, and soon they will be able to download approved business apps through a secure enterprise app store.

BENEFITS

- **Improve mobile security.** The managed MDM solution allows EnWin to secure company and customer data on devices and on the EnWin network. "This solution gives us peace of mind. We know we can act to protect ourselves if anything happens."
- **Simplify deployment and management.** A cloud infrastructure and Rogers managed services significantly reduce the level of effort for EnWin. "With a managed solution, we don't have to invest as much time ourselves. We know that the software is up to date, that we're running the right version."
- **Control costs.** The hosted and managed solution has enabled EnWin to eliminate up-front infrastructure costs, reduce ongoing resource requirements and achieve cost predictability.
- **Enhance employee satisfaction.** With the managed MDM solution in place, EnWin's IT team can secure, manage and support the mobile devices and apps that employees want to use to be more productive.



ABOUT ENWIN UTILITIES

EnWin distributes electricity and services Windsor's power infrastructure for over 83,000 customers. They also provide management services for fleet, billing, collections, credit, financial, human resources, customer service and information technology services to Windsor Utilities Commission and the City of Windsor.

IN THEIR OWN WORDS

"EnWin IT was in need of a mobile device management solution that could be operational in a very short timeframe and handle our policy needs. Rogers was able to get our MDM up and running quickly and configure new policies to our corporate needs, allowing our workforce to be mobile and secure."

Andrew Ciavaglia
**Tech. Services and Support
Manager, EnWin**



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