



Case Study

CWSI assist **SMBC Aviation Capital** seamlessly move from Blackberry to iOS



CWSI worked with SMBC on a recent project providing end to end premium service from deployment of devices through to configuration of the MDM solution. Our expertise in both areas minimised delays in ensuring end users were set up with devices meeting their tight deadline, as we could resolve issues on the spot without having to involve other third party providers. In addition our training skills were key in ensuring the end user had a good understanding of the device functionality before leaving the office.

Background to the project

The client wanted to move off Blackberry to IOS to enable employees to have access to the line of business applications they required for their job roles. Whilst doing this, the client needed to ensure their company data was protected at all times. Due to the highly regulated industry their parent company operate in, they

needed to ensure the solution they chose fitted those regulatory requirements.

From an employee perspective the customer wanted to ensure that their employees who had been long term Blackberry users were hand held throughout the migration process. They wanted to ensure they were trained to a standard so

they could walk out of the training areas on the day - fully operational, have access to email, line of business applications and also know how to operate the iPhone.

“Ease of use, without compromising the security was our priority.”

The process of deployment

Pre-kitting Stage 1:

- Received delivery of smartphone from operators in off-site and on-site location.
- Unpacked phone & powered it up. Labelled iPhone with asset tag.
- Entered SIM card.
- Activated Company iTunes accounts.
- Deployed EMM solution (MobileIron).
- Deployed specific corporate apps.
- Documented relevant access codes such as PIN, passcode or encryption code (included compiling database of username, password, 3 security questions and answers, recovery email address)
- Distributed phones to employees on-site in offices.



Device Prep Kitting Stage 2:

- First 20 devices rolled out initially
- Apple Configurator for Supervised mode
- Balance of 135 devices rolled out
- Enrolled using Apple DEP programme
- Entered users iTunes credentials
- Set up a generic passcode on all devices
- Ensured MobileIron and Appstore Front appeared on device
- Device repacked for on-site day

155 devices
deployed

User **migration** and
training completed
within **ONE DAY**
on-site

Entire project
completed within
5 DAYS



Onsite Day for all employees:

Executive team - Meet and Greet

- Employees collected handset from the team. Sim change phoned through to carrier. Data bundle requested.
- Phone powered off and on and data connectivity (off Wi-Fi) checked.

Engineers/Executives - Training

- User shown how to change passcode to personalised one.
- 2 x Fingerprint set up
- Credentials entered into two Line-of-Business (LOB) applications. Connectivity checked and LOB app appears as should.
- User given overview of 'How to Use iPhone'

Floor Walkers (Engineers)

- Level 3 engineers walking the floor to deal with any user issues or generic questions.