



Client Story:

CompuCom Helps Chemicals Distributor Meet Aggressive Deadline to Secure, Manage, and Deploy iPads®

"We chose CompuCom for its expertise in developing mobile strategies and deploying mobile devices. Their project management team created a smooth process for every step of the engagement.

As a result, our iPad deployment was a great success, with all devices working perfectly and our sales teams excited about their customized tablets.

Our partnership with CompuCom has helped us fulfill on our promise of continued innovation."

The Client

A world leader in the distribution of industrial and specialty chemicals, the customer operates a network of several hundred distribution facilities in North America, Europe, the Asia-Pacific region, and Latin America, with additional sales offices in Eastern Europe, the Middle East, and Africa. It has more than 100,000 customers in over 100 countries.

Their products and services help improve their customers' quality of life through affordable energy, clean drinking water, reliable food sources, as well as personal, home, and environmental cleaning solutions. They believe that continuous innovation is necessary to maintain its position as the distributor-of-choice and to pursue new opportunities.

The Challenge

When the executives at the chemicals distributor recognized the value of iPad® technology for their field sales organizations, their IT department acknowledged they lacked a robust mobile user policy to adequately protect these devices. The client's IT team needed a security policy to lock down confidential information and to manage the applications on these tablet devices. After engaging with our team to assist them with their mobile strategy, the client's IT team requested rapid deployment of the new technology. With the first of two sales conferences—one in San Diego and the other in Phoenix—only three weeks away, they needed to deploy more than 400 configured and secured iPads. In addition, they wanted customized solutions with specialized configurations for their Industrial Chemical and Environmental Services divisions. The client sought a partner to help them provide:

- A mobile strategy for devices and applications based on best practices
- Procurement, staging, and configuration of more than 400 iPads
- Imaging of iPads that included user-specific customization
- Custom packaging and delivery of devices on a very tight timeline



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Measurable Results

- Worked with the client's IT team to develop an effective security strategy for their iPad deployment and to ensure corporate integrity
- Procured, staged, configured, and imaged more than 400 iPads, including user-specific customization
- Delivered all devices on time to conference locations, with zero device issues or access delays

The Solution

Familiar with our expertise, the client selected us for an end-to-end iPad solution. With a deadline of three weeks, we created an aggressive project plan to configure and deploy iPads for the two conferences. Our solution for rapid deployment of iPads included:

- Project management
- Mobility practice engagement
- Equipment provisioning and procurement
- Order management
- Staging and configuration
- Imaging of iPads with user-specific customization
- Custom packaging and on-time delivery

In the first stage of the engagement, we helped the client define a process for building a mobile strategy and crafted a security story for the company's executives. To accomplish this, our mobility specialists surveyed key client legal and business users, as well as application experts. Based on survey results, we identified how the iPads would be used by different members of the client's sales teams. We developed a methodology to categorize and manage the devices, including the type of data residing on the iPads, the security policies to be applied, and the pros and cons of each policy recommendation.

Configuration of iPads is especially critical due to the various nuances of iOS and the Apple ecosystem. We used proven best practices to engineer deployment solutions which included specialized applications, groupings, custom wallpaper, lock screen graphics, and device settings—all applied to each iPad using Apple Configurator. The configuration team used a powered, multi-port USB hub to connect multiple iPads to accelerate the process. We also set up dedicated wireless access points to manage network accessibility and usage, and ensure high-quality results while configuring the tablet. Finally, we used AirWatch mobile device management solution to download and manage multiple, customized applications unique to each iPad configuration and created one-click access to important web sites and other online access points.

The Results

We helped the client develop a mobile strategy for the procurement, configuration, and deployment of more than 400 iPads in three weeks. The devices were delivered to conferences in San Diego and Phoenix, where they were handed out to participants and powered up without problems or delays in access.

**Learn more about CompuCom and our comprehensive services.
Visit us online at CompuCom.com or call us at +1 800.225.1475 today.**

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