



SNOW ENABLES LOGIWAY TO MANAGE SOFTWARE CONSUMPTION AND LICENSING, NO MATTER WHERE THE USER IS

COMPANY BACKGROUND

Logiway is the leading IT dealer for non-profit organizations in Germany. Since 2002, the company has been serving end users in the ecclesiastical, welfare and healthcare sectors. The company offers the complete IT product range, but also acts as a service provider in the area of Software Asset Management (SAM) and Enterprise Mobility Management (EMM). Logiway has been working successfully with Snow Software for several years.

THE STARTING POINT

Logiway employees work all over Germany and they depend on their mobile devices so that they can work productively on the go. However, there were two challenges for the company. First, both end users and the IT team spent a great deal of time configuring and maintaining their devices. This impacted productivity and the implementation of planned IT goals. Second, the hard-to-control mobile devices posed an increased risk of losing sensitive data. These two problems had to be solved.

Logiway also wanted to extend the high-quality standards it has in client environments to its own mobility management. For this reason, the company began searching for a suitable Unified Endpoint Management (UEM) solution.

CHALLENGES

- Mobile devices cause high maintenance costs for the IT team and end users
- Customers share sensitive data with Logiway, which needs the best possible protection
- Installation of applications on mobile devices cannot be tracked, monitored and controlled

BENEFITS FOR THE COMPANY

- Remote configuration of devices with improved service desk
- Increase the control and transparency of mobile devices in use
- Reduce the risk of losing sensitive data on mobile devices
- Increase employee productivity and IT department efficiency



AIMS

The requirements were to inventory all mobile devices, to standardize essential parts of the configuration and maintenance, to automate and to protect all mobile stored data. In addition, Logiway provided specific license management requirements. It was the goal of the IT managers to find out which applications were subject to licenses on the mobile devices in order to ensure compliance and also to be able to distinguish which applications were needed for the business.

USE OF THE APPLICATIONS

Logiway uses several Snow solutions to manage and streamline all applications. For some time now, the company has used Snow License Manager to ensure software license optimization across all desktop environments. Now, Snow's UEM solution has been added to Snow Device Manager to manage all devices throughout their life cycle.

RESULTS

"When we were looking for a high-performance SAM solution for our customers some time ago, we deliberately chose the market leader Snow Software after considering all options. It was therefore natural to tackle the subject of UEM with this partner - both in terms of redesigning our internal mobility management and delivering the corresponding services to our customers" explains Yves von Brück, license manager at Logiway. "Above all, we are impressed by the integration between the solutions for SAM and UEM. With the Snow Device Manager, we not only solved the challenges of mobile device management, but now also have a realistic overview of all applications installed on mobile devices and can ensure compliance with licensing law. Because it is easy to pay too much for mobile applications if you do not know which applications are installed on the mobile devices in your company and which of them are used regularly. In addition, employees do not download the correct license of the application. Often, businesses find that employees have unintentionally downloaded apps for which they now have to pay additional license costs.

After agreeing to collaborate, Snow Software built up the server environment in Logiway's data center within days. The IT team was immediately able to start connecting mobile devices. The infrastructure also enables Logiway to offer Snow Software's UEM as a managed service to its customers in the future, adding significant value.

The end users also benefit from the new solution. Where once laborious e-mail accounts had to be set up and applications installed, the user can now benefit from an automated configuration of the mobile devices which can be carried out within a few minutes. Pre-selected additional applications are available through an Enterprise App Store. The whitelisting process at Logiway ensures that only certain, verified and secure applications can be downloaded to the devices. In addition, if employees lose their device, they no longer have to worry about the loss of sensitive data as the IT department can block access at any time.

"The Snow Device Manager helps us in four ways," says Yves von Brück. "It gives us better control over the mobile devices in our network, increases device and data security, standardizes the configuration, and saves much of the time we used to manually set up and manage the devices."