NOW UNDERWAY: MOBILE PRODUCTIVITY AT DEUTSCHE BAHN

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CHALLENGE
- Legacy infrastructure hinders employee mobility
- Secure management of mobile devices
- Overstrained IT help desk

SOLUTION
Introduction of the comprehensive digital workspace platform VMware AirWatch.

COMPANY BENEFITS
- Simple mobile access to applications
- Comprehensive mobile security
- Cost saving of 75 per cent

As an international enterprise in mobility and logistics, Deutsche Bahn is the backbone of worldwide economic growth. Digitisation plays a significant role in the "DB2020+" corporate strategy, and Deutsche Bahn is grasping opportunities in all areas. In order for employees to efficiently control Deutsche Bahn's worldwide travel network on rail, road, water and in the air, DB Systel GmbH has, as an internal IT service provider of Deutsche Bahn AG, rolled out a large mobility project with VMware AirWatch. The comprehensive digital workspace platform offers employees safe and simple access to company applications – thus enabling mobile productivity.

Deutsche Bahn is the second largest transport and logistics company in the world, with over two billion passengers per year, and DB Systel GmbH, as an internal ICT provider, is responsible for their entire IT infrastructure. DB Systel supports Deutsche Bahn nationally and internationally with innovative and efficient information technology. DB Systel plans, develops, operates and optimises all ICT solutions used by Deutsche Bahn. Therefore, the wholly owned subsidiary of DB AG, with its 3,600 employees worldwide, makes a significant contribution to the functionality of modern railway operation, which has long since been unthinkable without IT.

The challenge

As well as maintaining a web presence with online information and ticket sales, and the maintenance of 8,000 ticket machines all over Germany, DB Systel also oversees the standardised IT platform for 100,000 users in the rail group. Via the platform, employees receive a variety of IT applications for their mobile devices, from typical MS Office applications to rail-specific applications. In addition, DB Systel offers a help desk 24 hours a day, 7 days a week, and provides an on-site service in case of faults. Over time, the latter service has been used increasingly frequently by Deutsche Bahn's diverse workforce, which ranges from office staff and maintenance teams to train drivers and service personnel. "Ultimately, employees' needs with regard to mobile devices are just as varied", remarked Kai Löbig. Löbig is Head of Workplace Infrastructure Management Service at DB Systel and is responsible for the digital workplace of Deutsche Bahn. "Our challenge was that the IT infrastructure no longer met the users' needs. The help desk was flooded with requests every day, and the delayed response to and processing of these requests was constantly discussed". This was complicated by the fact that younger and more technology-orientated employees quickly switched to using their personal mobile devices and applications to do their tasks. Löbig and his team had to manage over 60,000 different Android and iOS devices – an enormous amount of time and personnel. "The BYOD concept* gave us a considerable headache

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"VMware AirWatch is a real revolution for the DB Systel help desk. Since the introduction of the solution, the number of monthly employee queries to the help desk fell from 2,100 to around 210".

KAI LÖBIG
HEAD OF WORKPLACE INFRASTRUCTURE
MANAGEMENT SERVICE
DB SYSTEL

VMWARE IN USE
• VMware AirWatch

in terms of security because such a large number of mobile devices with different operating systems has many weaknesses – a gateway for hackers and cyber criminals", explains Löbig. In the end, the pressure on the IT department – 2,100 help desk queries per month – had got so large that a new solution for the management of mobile devices had to be found.

The solution

The top priority for Löbig and his team was IT security. They didn't want to skimp when it came to checking and safely managing the devices. The new solution also had to deliver the necessary user friendliness for thousands of mobile employees. "For us, restricting the options for employees never crossed our minds. The customer experience should also never be impaired", said Löbig. Seamless integration into the IT infrastructure of Deutsche Bahn also needed to be possible – and with over 650 IT applications, 3,000 servers in two data centres and a data network with around 33,000 connections, this was no easy task. "In order to get to grips with the security problem and to guarantee employees a choice in terms of their mobile devices and applications, we decided upon a Unified Endpoint Management Solution", relates Löbig. After various products and manufacturers were short-listed, VMware UEM technology was decided upon to implement Deutsche Bahn's company-wide employee mobility programme. A significant argument for the implementation of VMware AirWatch was the reduction of the deployment period. Therefore, the Unified Endpoint Management Solution was installed across the entire network by scanning a QR code. In the beginning, more than 700 devices were added per day in order to keep interference and disturbances to the daily workflow as low as possible.

The result

Deutsche Bahn employees expect that the necessary applications will be available on their mobile devices from the first day in the company. Thanks to VMware AirWatch, the technical onboarding of new employees is now very easy – they can be added in just one hour without additional IT support. This is because the entire life cycle of end points for all major operating systems can be managed via a central management console using VMware AirWatch. Access to all application functions with a single point of entry via a gateway service with app VPN. Previously, Deutsche Bahn had paid USD 30,000 per year per application to a proxy service so that it could be used across the various devices. With VMware AirWatch, employees can now work anywhere, update their necessary applications very easily and therefore work much more efficiently. The cost savings are immense: more than 75% can be saved per user and per app – and with an equivalent improvement in the user experience. The IT administrators have complete control over the applications in case the device is lost or stolen. The security of the whole network and data protection can therefore be guaranteed, which has a positive impact on the level of security across the whole company. And above all: with the implementation of VMware, the monthly queries to the help desk have reduced from 2,100 to 210. "That was a real revolution for our help desk! Now, there are only around seven queries per day – a manageable amount which is easy to handle. There's no comparison to what it was like before", says Löbig. With VMware AirWatch, the mounting queries to the help desk are finally a thing of the past for DB Systel. There are also no more delays in the Deutsche Bahn employees' workflows, which also has a positive impact on customer satisfaction. "With the Unified Endpoint Management Solution, we can save a lot of valuable time and resources so the team can dedicate itself to digital transformation projects", explains Löbig.

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"With the Unified Endpoint Management Solution, we can save valuable time and resources in the management of mobile devices so that the IT team can dedicate itself to innovative digital transformation projects".

KAI LÖBIG
HEAD OF WORKPLACE INFRASTRUCTURE MANAGEMENT SERVICE
DB SYSTEL

Looking to the future

These projects include, among other things, a laboratory of innovation and an innovation platform for Deutsche Bahn employees, which DB Systel, as an active driver of digitisation as part of the "DB 2020+" corporate strategy, has set up. With VMware AirWatch, DB Systel wants to build on the success of the quick implementation of a mobile strategy, and is currently evaluating two projects regarding how the user experience at Deutsche Bahn can be optimised: a centralised management of Windows 10 and a so-called No Touch Admin, which should further reduce the number of help desk queries.

BYOD*: "Bring Your Own Device" refers to the possibility of using private mobile end devices in company networks.

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