VEKA Drives Productivity Gains by Enabling Global Users to Fully Embrace Mobility

As its workforce becomes more global and more mobile, VEKA wanted to take a firmer control of its device management. By adopting VMware Workspace ONE™, it allows staff to access the productivity applications they need to work effectively yet take a more consistent posture on device security. The solution protects VEKA’s valuable Intellectual Property (IP). Operational costs are down, and users are happier.

There are many challenges facing the global engineering and construction industry – trade tariffs, material price volatility, talent retention, but the ingenuity and practicality found in the sector gives cause for optimism.

Digital promises to transform the industry, not least in terms of operational efficiency. To maintain its position as the leading manufacturer of UPVC window profiles, VEKA is committed to continuous improvement and product development. Digital will be at the forefront of this innovation.

“We want to optimize our core processes,” says Tobias Doehring, IT infrastructure manager, VEKA AG. “We need to standardize and harmonize our environments.”

Creating a more mobile workforce

The business operates four main data centers and is a long-time user of VMware virtualization. “We see VMware as a strategic partner,” says Doehring. “We run all core processes on VMware.”
“VEKA is always keen to do much of the work itself,” says Yves Sandfort, CEO, comdivision. “For us, this project was as much about skills training and helping VEKA optimize the use of VMware Workspace ONE as it was the implementation.”

Schmidthals says comdivision’s familiarity with VEKA, and its experience with VMware products – Workspace ONE in particular – meant the project was well planned.

“comdivision understands our business. Because of the work we did together in the preparation stages the first install was very easy – I think I’d enrolled my first device within 30 minutes,” says Schmidthals. “Moving everything across to VMware Workspace ONE was simple. The implementation was clean.”

Reduced costs and greater transparency

Today, 500 corporate devices are managed through Workspace ONE, from iPads to scanners. Schmidthals expects this number to rise to 1,000 within the year:

“We’re already managing a range of operating systems from VMware Workspace ONE, including iOS, MacOS, tvOS and some Android devices. The plan is to extend VMware Workspace ONE to our subsidiaries.”

Schmidthals says Workspace ONE has reduced operational costs and made it faster and simpler to onboard users. User satisfaction is up and there is more consistent security. Ultimately there is greater control, and the business is better able to use its mobility devices and applications.

“Let me give you an example,” says Schmidthals. “I had a call telling me a device wasn’t connecting to the Wi-Fi. Instead of asking the user to go into the settings and give me the device information, I looked it up on VMware Workspace ONE, gave our network guys the information and the problem was solved in three minutes. We’re faster and more effective in the way we deal with issues.”
He says this management is transparent. Users can see what data is being collected, and VEKA can be clear on what is permitted on company-owned devices. “User satisfaction is very important. If users don’t like what you’re doing with their mobile device then you won’t make progress.

“Rather than managing devices, we’re now looking at optimizing devices – helping users get the most out of their device.”

Looking ahead

In addition to extending Workspace ONE to all VEKA subsidiaries, Schmidthals plans to expand device management from mobile devices to Windows 10 machines. He says the cloud aspect of Workspace ONE may open the door to other conversations around moving workloads and applications from legacy environments. “We want to explore all the features of VMware Workspace ONE.”

The engagement with VMware, says Doehring, is likely to deepen.

“Without VMware I don’t want to imagine how we would run our workloads, or our data centers, our desktop virtualizations,” says Doehring. “VMware knows how we work.”

Flexible working is on almost every company’s agenda, but it isn’t always simple. Here’s how @VEKA_plc used @VMware Workspace ONE to increase productivity and inspire a less rigid office approach.