50% increase in IT efficiency in provisioning new and existing users
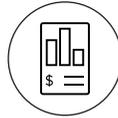
Increase in revenue due to seamless operation while competition struggled

New hires get Day One access to laptops instead of waiting for two days

Remote Working Helps AMTI Break Business Records Despite COVID-19 Lockdowns

AMTI
Technology that Transforms Businesses

When the Philippines went into a nation-wide lockdown in response to COVID-19, Accent Micro Technologies (AMTI) provided laptops and mobile devices to its employees so they could continue to provide service to customers.

To manage and secure these devices, the systems integration company rolled out VMware Workspace Security™ Advanced, bringing VMware Workspace ONE® and VMware Carbon Black Cloud™ to the devices remotely.

AMTI was able to operate as usual with minimal disruptions while its competitors struggled. As a result, AMTI recorded its highest-ever growth in revenue and profitability in 2020, despite the crisis.

Facing a lockdown

Three years ago, the traffic congestion in Metro Manila had become so bad – once ranked second worst in the world – that AMTI decided it had to overhaul the way it operated.

The majority of its 500 employees worked in the office, serving 3,000 customers around the Philippines across sectors such as finance, manufacturing, government and business

Founded in 1996, Accent Micro Technologies (AMTI) started as a hardware distributor and has grown into one of the biggest and most diversified information and communications technology companies in the Philippines, delivering data center, networking and infrastructure solutions, as well as cloud, security and mobility offerings.

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[1] Based on the TomTom Traffic Index 2019, which surveyed 416 cities across 57 countries.

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Watch how AMTI transformed into a digital workspace

process outsourcing. In its goal to be Number 1 in the industry, AMTI was focused on consistently delivering world-class solutions, products and services competitively

The systems integration company started to seek a solution that would not only give them a competitive advantage in an increasingly crowded industry but also enable them to attract top talent by offering them a remote working option.

AMTI was still piloting the remote working option when COVID-19 hit and the country went into lockdown to curb the virus.

"Our sales and technical people must be proactive, reachable and capable of service delivery and customer engagement," said Josefino Paloma, executive vice president, Sales and Marketing, AMTI. "But the government's strict safety and health protocols imposed during the pandemic restricted our movement and ability to engage and collaborate with customers and one another, making it a big challenge for us."

Automate endpoint management and security

When the lockdown began, AMTI had to provide laptops and mobile devices to employees, so that they could work from home. This meant that there were hundreds of devices that the company needed to onboard and provision.

A VMware partner, AMTI had already started its remote work framework with VMware Workspace Security™ Advanced, which brings together VMware Workspace ONE® and VMware Carbon Black Cloud™. Hence it could quickly and remotely roll out the solutions throughout the company to manage and secure the existing devices. New devices were provisioned before being handed over to new hires.

With Workspace ONE, AMTI can manage all devices from a single console and drive consistent processes and policies across different operating systems in a real-time, cloud-based approach. Instead of manually monitoring Windows 10 laptops, AMTI can now manage them with Workspace ONE. The Workspace ONE Intelligent Hub has also enabled the company to easily onboard

new hires during the pandemic by providing them with a personalized experience and Day One access to their devices.

To ensure that the devices are protected, AMTI also implemented Carbon Black Cloud, which uses heuristics, machine learning, device control and behavioral endpoint detection and response (EDR) to analyze endpoint data and uncover malicious activity to stop all types of attacks before they reach critical systems.

"We like Workspace ONE and Carbon Black Cloud for the simplicity and flexibility they offer," said Paloma. "They automate many of the manual processes we used to have in provisioning our users, whether it's installing software or enforcing security policies within the network as well as beyond the perimeter of our network."

Business as usual

With their previous IT capabilities, software updates or security patches could only be installed when the employees were in the office physically, leading to a lot of time wasted in scheduling appointments.

"2020 was a very challenging year for many people. However, because of VMware's support and technology, we were able to thrive and grow our business during the crisis."

JOSEFINO "BONG" M. PALOMA,
EXECUTIVE VICE PRESIDENT,
TECHNOLOGY, SALES AND MARKETING, AMTI

With Workspace ONE, the IT team can push out policies to the devices any time, no longer bound to the availability of the employees. It can even remotely erase sensitive data on lost devices to prevent critical files from being stolen.

"This sort of flexibility and automation really helped us a lot, especially when users are out of the office and it becomes very difficult to manage them," explained Paloma.

When it comes to security policies, the IT team used to carry out installation, detection, monitoring and remediation manually. With Carbon Black Cloud automating these processes and providing complete visibility into any suspicious activity, it freed up the team for more strategic work.

Due to Workspace ONE and Carbon Black Cloud, the IT team has become 50% more efficient in provisioning new and existing users. Overall, the department's efficiency went up by 20%.

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Other than the IT team, the VMware technologies also led to an increase in productivity across the company. Previously, new hires would have to wait a day or two before their laptops were ready for use. With Workspace ONE, they could hit the ground running even before lunchtime.

Despite the pandemic, because AMTI is able to automatically push out collaboration and productivity tools such as Microsoft 365, Zoom and Adobe on the devices, employees can continue to engage and service their customers while working from home. The feedback from the staff has been positive, as they were able to transition to remote work easily and smoothly.

"There is minimal disruption and we continue to operate seamlessly," said Paloma. "Since we were able to operate as usual while the competition was struggling, we were able to

capture business opportunities from both existing and new customers."

As a result, AMTI recorded its highest-ever growth in 2020.

"When we first started with the digital transformation initiative, we struggled with the return on investment because we didn't really feel it," said Paloma. "But with having to move to remote work, it's become very clear.

"2020 was a very challenging year for many people. However, because of VMware's support and technology, we were able to thrive and grow our business during the crisis. While the pandemic remains a concern, we are confident and ready because we have the right technology in place."

Looking ahead

Now that AMTI has gone through the digital transformation of its workplace, the systems integration company is bringing customers on the same journey.

It has started implementing Workspace ONE for some customers, so that they can also introduce remote work in their workplace and benefit from the increased efficiency from automated processes.

"With COVID-19, there has been a lot of interest in remote work solutions for business continuity," said Paloma. "And since we have gone through it and can show that there is a good ROI, we can recommend the same solutions to our customers."

Despite the COVID-19 pandemic, AMTI recorded its highest-ever business growth in 2020 due to #VMware Workspace ONE and #VMware Carbon Black.