



**INDUS SYSTEMS  
& SERVICES PVT. LTD.**

# CASE STUDY

**Revolutionizing Retail Operations with  
Enterprise Mobility Management**

# OVERVIEW

**Solution Area(s): Cybersecurity Solutions > Enterprise Mobility Management**  
**Industry Vertical: Consumer Retail**



## BACKGROUND

One of India's most recognized hypermarket chains, known for its extensive retail operations and customer-centric approach, faced mounting challenges in managing its mobility ecosystem. With a workforce relying on rugged warehouse devices and employee-owned smartphones, the organization required an enterprise-grade mobility management solution to ensure secure data access and seamless device functionality.

Primarily operating on Google Workspace applications, the retail giant sought a solution tailored to their unique security, operational, and scalability needs. Indus Systems and Services partnered with the organization to design and implement a robust enterprise mobility management (EMM) platform, delivering transformative results.

# CHALLENGES

The retail organization identified several critical challenges impeding their mobility management:



**Diverse Device Management Needs:**

Centralized management was required for a mix of rugged warehouse devices and employee-owned smartphones (BYOD).

**Security Concerns:** Safeguarding sensitive corporate data while enabling controlled access on personal devices was crucial.

**Operational Efficiency:** Rugged devices needed kiosk-mode configurations, restricting usage to specific applications to maintain operational focus.

**Scalability:** The organization required a scalable solution capable of managing thousands of devices across its growing operations.

These issues necessitated a comprehensive solution that would address current limitations while future-proofing the IT environment.

## OUR COMPREHENSIVE SOLUTION

To address these challenges, Indus recommended VMware Workspace ONE, now known as Ommissa Workspace ONE, as the ideal enterprise mobility management platform. This comprehensive solution effectively balanced security, functionality, and scalability while seamlessly integrating with Google Workspace.

**Workspace ONE Unified Endpoint Management (UEM):** Centralized management for rugged devices and BYOD, enabling seamless policy enforcement across device types.

**Application Management:** Configured rugged devices in kiosk mode, restricting access to essential applications for operational efficiency.

**Secure Data Access:** Integrated Workspace ONE with Google Workspace, enabling secure access to corporate applications and data on personal devices.

**Scalability:** Designed to support thousands of devices, ensuring long-term adaptability to the organization's growth.



# IMPLEMENTATION HIGHLIGHTS

The deployment of the EMM solution was executed in a structured and systematic manner to ensure minimal disruption and maximum effectiveness. Key highlights include:

## **Comprehensive Deployment:**

- Successfully implemented the solution across 4,000 devices, including rugged warehouse devices and employee-owned smartphones.

## **Custom Policies for BYOD Security:**

- Designed and enforced custom BYOD policies, ensuring data segregation while preserving employee privacy and device usability.

## **Optimized Rugged Device Management:**

- Configured rugged devices with application restrictions to enhance focus and efficiency in warehouse and field operations.

## **Training and Support:**

- Provided end-user training to familiarize employees with the new system and conducted enablement sessions for IT staff to ensure effective management and troubleshooting.

# BUSINESS IMPACT

The implementation of VMware Workspace ONE yielded significant business benefits:

## **Enhanced Security:**

- Robust policies protected sensitive corporate data on personal and company devices, minimizing the risk of data breaches and unauthorized access.

## **Streamlined Operations:**

- Optimized rugged device functionality ensured that field and warehouse staff remained focused on their tasks, boosting productivity.

## **Improved User Experience:**

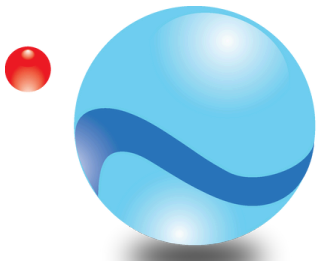
- Employees enjoyed seamless access to corporate apps and data, enhancing overall efficiency and satisfaction.

## **Scalable Infrastructure:**

- The solution provided a scalable framework capable of accommodating the organization's growth, ensuring continued operational excellence.

# CONCLUSION

Indus enabled this retail leader to transform its mobility management practices, ensuring secure, efficient, and scalable operations. By implementing VMware Workspace ONE, the organization achieved a balanced approach to managing diverse devices, safeguarding corporate data, and enhancing user productivity.

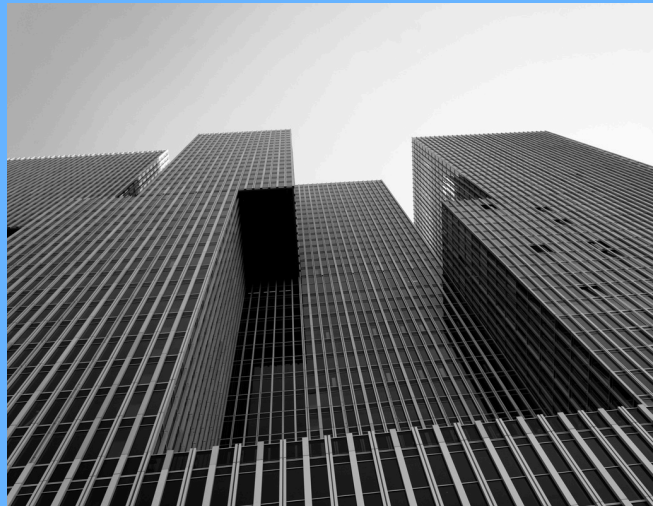


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# THANK YOU!

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Get in touch with us to start your journey towards  
a robust and future proof IT infrastructure.



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