

Satmex Connects Employees and Clients with Mobility Powered by AirWatch

The Client

Satmex is a Mexico-based satellite operator, known for the exclusive orbital positions of its satellites and the ongoing support and service it provides to customers. With more than 25 years of experience, the company's mission is to connect the world through innovative satellite services.

In January 2014, Satmex joined the Eutelsat Group, an international organization that launched its first satellite in 1983 and became a private company in 2001. Its fleet of geostationary satellites has coverage in Europe, Africa, Asia, Australia and the Americas, providing video services and government data, as well as fixed and mobile broadband connectivity. The company's long history and its multicultural teams position the company as one of the most experienced satellite operators in the world. It aims to provide the highest quality service through excellent technological performance, market expertise and innovation.

The Challenge

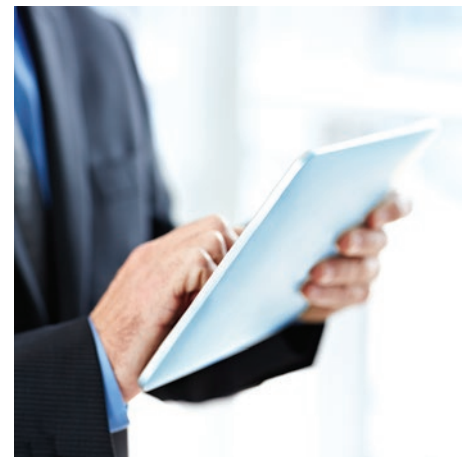
In order to protect sensitive information, the satellite industry is regulated by stringent security standards, which Satmex follows as part of its comprehensive guidelines. The company sought an enterprise mobility management (EMM) solution to connect its main office in Mexico City with employees around the world and streamline communication between teams, while keeping corporate information secure. After a thorough analysis of the leading EMM solutions, Satmex selected AirWatch® by VMware® to manage its mobile device deployment and bring your own device (BYOD) program. "We evaluated several vendors and quickly recognized AirWatch was the market leader. Our opinion was confirmed by reports by Gartner, Forrester and IDC, so we were confident in our selection," said Antonio Montes, IT director, Satmex.

To comply with security restrictions, Satmex opted for an on premise deployment at its headquarters in Mexico City. "Our mobile device fleet is comprised of tablets and smartphones, some of which are employee-owned. Implementing a BYOD program was a top priority of our mobility initiative and we took this into consideration when selecting AirWatch," explained Montes, who oversaw the deployment of 120 devices. "AirWatch allows us to focus on our business needs instead of worrying about managing devices."



Solution Overview

- Customer: Satmex
- Industry: Telecommunications
- Geography: Latin America
- Features: MDM, MEM, MAM, SCL, BYOD
- Devices: 100 – 500



Satmex's customers are scattered throughout the Americas, which requires executives to travel constantly. Whether the leadership team is in the office or on the road, the security of their devices is a top priority to Montes and his team. "AirWatch enables us to locate, manage and remotely send new profiles to devices. This is essential, as sometimes IT teams don't see their users or employees in person for months. Before using AirWatch, it was very difficult to manage the Wi-Fi networks in our offices, because regularly changing the passwords was very complicated. AirWatch has automated and streamlined that process for us," said Montes.

The Solution

The keys to Satmex's successful mobility initiative are due to comprehensive AirWatch professional services and support available in Spanish and the fact that AirWatch meets the satellite company's strict security standards.

"AirWatch enables us to automatically take inventory of the software that we have installed on the devices, so we can verify that employees have the resources they need to do their jobs," said Enrique Romero, manager of infrastructure and computer operations, Satmex.

Implementing AirWatch was a quick, seamless process for Satmex's IT team. "It only took three days to install, configure and test the solution before deploying the devices," said Romero. "Employees have a positive perception of AirWatch. They appreciate the ability to connect directly and securely to the corporate Wi-Fi network from their personal devices without using their own data."

Up Next

In the coming months Satmex will deploy AirWatch® Secure Content Locker™ to enable collaboration between its various working groups. Employees will be able to easily share information, regardless of their device type or location, with the assurance that information is being circulated only within the organization and between authorized personnel.

"Implementing AirWatch Secure Content Locker will eliminate the need for external service providers in the cloud to share corporate information remotely and all the legal implications that entails," said Romero.

"With AirWatch Secure Content Locker, our employees can easily share information, regardless of device type or their physical location, with the assurance that information is only being circulated within our organization by authorized personnel."

– Enrique Romero
Manager, Infrastructure
and Computer Operations,
Satmex

