



baseVISION

Streamlining Android Device Management with Samsung Knox and Microsoft Defender

Case Study commIT

Who is commIT

CommIT, formerly known as Informatik ICT Aarau/Baden (IZAB) is a collaboration between the cities of Aarau and Baden, established to centralize and enhance their ICT services. Starting on January 1, 2019, this partnership aims to provide efficient, high-quality ICT support to both cities and their partners.

The organization consists of two main units: Informatik-Steuerung Aarau-Baden (ISAB), which handles strategic planning and IT principles, and Informatik ICT, which delivers the actual ICT services. This collaboration has optimized business processes, making service delivery more efficient.

The Vision

Initially ICT Aarau/Baden aimed to implement a fully managed Android setup for their employees located in their daycare centers. The goal was to offer the employees a device which has been tailored to their needs and requirements. Additionally, baseVISION proposed to also include enhancements to the current mobile posture to streamline the deployment of devices using Samsung Knox Mobile Enrollment. As well as further adding protection by onboarding mobile devices to Defender for Endpoint.

Initial situation

Last year, Informatik ICT Aarau/Baden successfully implemented an Intune project for iOS and Android, marking their first step into Mobile Device Management (MDM) for Android devices. In recent months, new requirements and use cases for Android emerged, necessitating further action.

This follow-up project aimed to roll out fully managed Android devices for daycare center "Tagesstätte" employees, complete with specific configurations and apps. Additionally, the customer sought to register and enroll all Android devices via Samsung Knox Mobile to optimize the end-user experience for company-owned devices. Furthermore, these Android devices were to be onboarded into Microsoft Defender to ensure robust protection.



The Transformation

In the beginning, the new requirements were developed and implemented together with the customer. The following topics were analyzed and implemented during the project.

Daycare / Tagesstätte employees: First, we analyzed how employees use their phones and what data and apps they need to be able to access. For the right enrollment scenario, it is important to know whether the phones are shared or whether there is a 1:1 relationship between phone and employee. We decided on a fully managed scenario.

Existing environment and implementation: The existing Android scenarios were analyzed, and then apps, policies, and filters were created for the new scenario. Care was taken to ensure that the existing productive environment was not impaired. Test devices with the new configuration were rolled out, and the customer was trained accordingly. Afterwards, the customer enrolled all devices independently.

Defender for Android: Defender for Android was preconfigured, tested, and rolled out to all Android phones together with the customer.

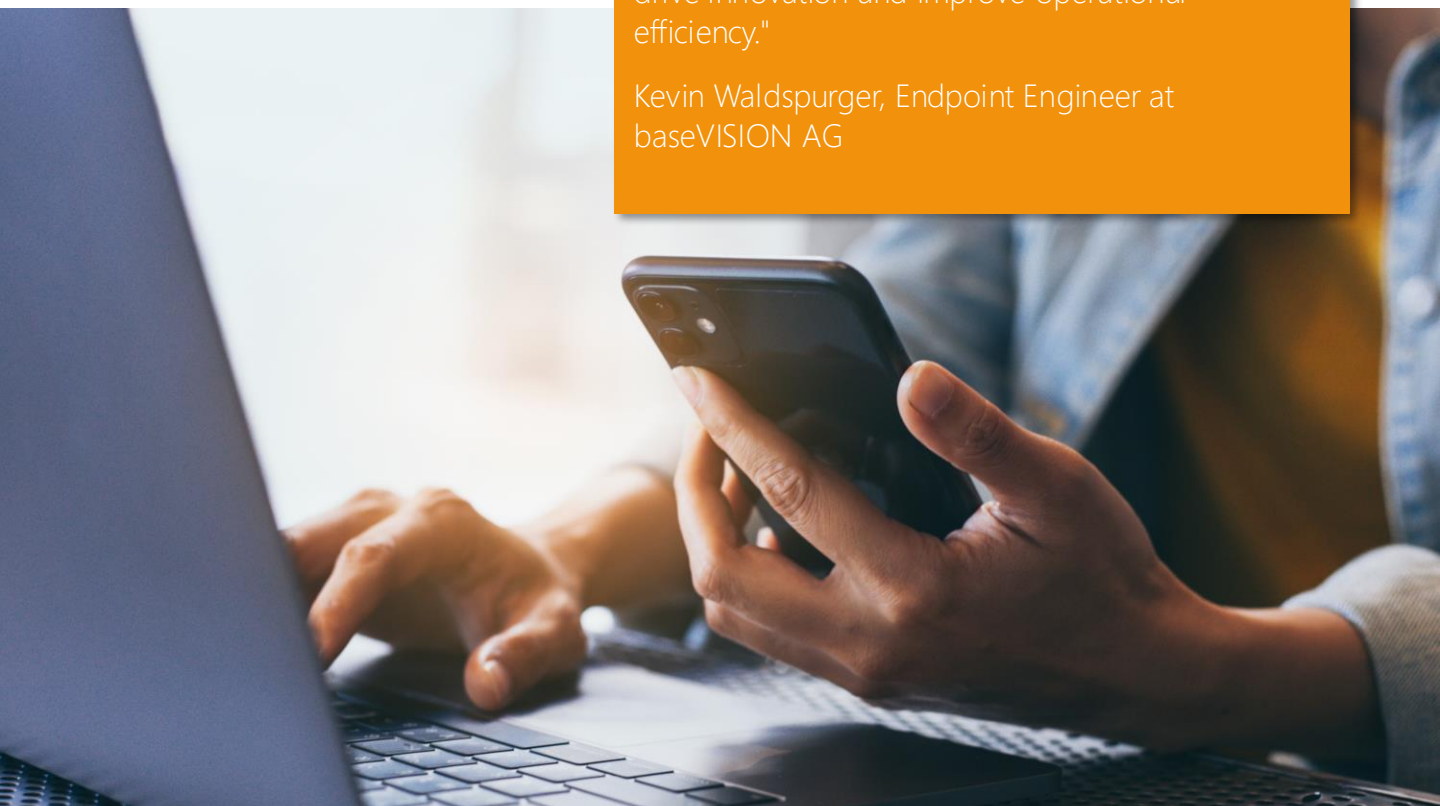
Samsung Knox Mobile Enrollment: Samsung Knox Mobile Enrollment was launched and connected to Entra ID and Intune to provide users with a better end-user experience and unify device enrollment. Additional time can be saved in the future if devices are purchased and pre-registered via an authorized reseller.

Most beneficial Microsoft technologies used

- ✓ Microsoft Entra
- ✓ Microsoft Intune
- ✓ Microsoft Defender for Android

"Collaborating with Informatik ICT Aarau/Baden on this project was a great opportunity to address common challenges faced by organizations in managing Android devices. By leveraging our expertise, we were able to develop tailored solutions that not only met their specific needs but also enhanced their overall IT infrastructure. This project exemplifies how strategic partnerships can drive innovation and improve operational efficiency."

Kevin Waldspurger, Endpoint Engineer at
baseVISION AG



Summary

Informatik ICT Aarau/Baden has made significant strides towards modernizing its IT infrastructure with this project. The daycare centers "Tagesstätten" now have phones specifically tailored to their work needs, ensuring that employees have the necessary tools and access to perform their duties efficiently. Additionally, all future Android devices will be rolled out using Samsung Knox Mobile Enrollment, providing a streamlined and user-friendly enrollment process. These devices are also protected by Microsoft Defender, ensuring robust security across the board. This comprehensive approach not only enhances the user experience but also strengthens the overall security posture of the organization.



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