National Institute of Statistics: Gained Centralized Control of Mobile Devices with SAP® Afaria®

Instituto Nacional de Estadística

Executive overview

Organization

Why SAP

Solution

Benefits

Organization
National Institute of Statistics (INE)

Industry
Public sector – nondepartmental government bodies

Products and Services
Statistics collection

Web Site
www.ine.es

SAP® Solutions
SAP® Afaria® mobile device management solution

The National Institute of Statistics (INE) is a legally independent and autonomous institution assigned to the Spain Ministry of Economy and Finances via the Secretary of State for the Economy. INE fulfills an important role in public statistic collection activity by managing operations such as collecting demographic, economic, and social information. By implementing the SAP® Afaria® mobile device management solution, INE improved productivity, **reduced support effort, and increased data security.**

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Increase in mobile devices requires a management plan

The data-collection process managed by INE is performed by a staff that relies on a fleet of mobile devices. Over the 15 years that the institution has worked within a mobilized environment, the devices have increased in total number and model types, including tablets and smartphones. To take on the challenge of managing this proliferation and variety of end-user devices, INE established a master enterprise mobility plan.

As part of this plan, it became necessary to update and define the security policies of all the devices every six months by bringing them to the home office of the INE. Due to the exhaustive work in compiling data and the sensitive nature of such data, the institution needed a platform that would facilitate the management and monitoring of mobile devices while also ensuring the protection of the information stored and managed by the devices.

To streamline the process of managing and updating software on field devices, and to help ensure the security of the devices, INE turned to SAP Afaria. SAP Afaria is one of the industry's most powerful and flexible mobile device management and security solutions, providing a single administrative console centrally to manage, secure, and deploy mobile data as well as applications and devices.

6 months

Time between security policy definition updates

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SAP Afaria manages a wide range of mobile device types

"SAP Afaria was particularly beneficial for us because the technology supports a wide range of mobile devices," says Jose Antonio Perea Yustres, head of the technological innovation unit at INE. "This includes iOS, Android, RIM, Windows Mobile, and Symbian devices – all of which we can remotely manage and monitor." Thanks to the adoption of SAP Afaria, INE can now manage and protect its fleet of devices simply and effectively. The institution has also simplified the process for updating and modifying software on the devices through remote installation.

In addition, SAP Afaria allows INE to centralize the configuration of all the devices, standardize work methodology as well as business processes, and partition devices by groups, departments, or projects. INE can also more easily inventory devices and monitor for changes to know the status of each device always.

"It was also beneficial that SAP Afaria enabled us to improve our security parameters – through passwords, data encryption, and backup copies," Yustres says. "This functionality allows us to avoid the leakage of information in the event of the loss or theft of a device."

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Centralized mobile management leads to improved service

The introduction of SAP Afaria and the centralization of mobile device management – along with the protection of information – have translated into greater agility in all INE field processes. SAP Afaria has also helped improve the quality of service and reduced maintenance costs.

These improvements have occurred because the IT staff can quickly service and upgrade the mobile devices, and the field staff does not have to spend time bringing the devices into the home office for support. The devices are thus operational for a higher percentage of time.

"Thanks to SAP Afaria, we can now collect information more efficiently and provide a better level of service to the Spain Ministry of Economy and Finances, which relies heavily on the data," Yustres concludes. "We also improved our IT management capacity and the security of our devices, while demonstrating that mobility allows us to improve the quality of our data-collection services at a reduced cost."

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Enhanced mobile device security saves data-collection time

Mobile devices utilized by field personnel are now more secure and can be managed and supported remotely. The improved security on devices, which contain sensitive demographic, economic, and social information on citizens, enables personnel to spend more time in the field collecting data.

Since the need to bring devices into the home office for support and updates no longer exists, and by enabling IT to manage and support mobile devices remotely, configuration and application changes can be deployed quickly. SAP Afaria enhances the ability to provide data to government bodies since devices now perform optimally and end users have more device uptime to collect information.

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