



## SAP Runs SAP: Using Afaria® to Provision, Manage, and Secure Employees' Mobile Devices

SAP AG, with over 54,000 employees and 176,000 customers, is the market leader in enterprise application software. To help secure and manage the mobile devices used by its employees, SAP selected the Afaria® mobile device management solution. SAP is now able to **provision, manage, and secure mobile devices in minutes** and has significantly reduced the need for IT support.

# Executive overview

## Company

SAP AG

## Headquarters

Walldorf, Germany

## Industry

High tech – software provider

## Products and Services

Business software and customer services

## Employees

54,000

## Revenue

€12.5 billion

## Web Site

www.sap.com



@SAPCIO

@SAPmobile

## BUSINESS TRANSFORMATION

### The company's top objectives:

- Institute mobile data standards and security policies
- Standardize the provisioning, management, and security of mobile devices and data
- Implement a “bring your own device (BYOD)” program
- Enable employee self-service enrollment of mobile devices

### The resolution:

- Implemented the Afaría® mobile device management solution to standardize the support of Apple iOS and Android phones and tablets
- Established a device-agnostic global mobility strategy
- Created user self-help guides and a wiki as first-level support to empower employees

### The key benefits:

- Achieve best-in-class security and protection of data
- Improved ability to adapt to mobile technology changes
- Reduced IT support requirements

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## TOP BENEFITS ACHIEVED

92%

Reduction in provisioning cycle time

17,000

Mobile Devices under Afaría management

1 minute

To decommission a device in Afaría

[See more metrics](#) ▶

“SAP Global IT was asked to introduce iPhone and iPad devices into the workplace. We couldn't have scaled up to the number of devices we needed to manage and secure without Afaría.”

Josh Bentley, Global IT Service Owner, Mobile Services, SAP AG



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# Leading the market in enterprise application software

Headquartered in Walldorf, Germany, SAP AG has a rich history of innovation and growth. Since it was founded in 1972, the company has grown to employ more than 54,000 people and operate sales and development locations in over 50 countries. More than 176,000 customers worldwide rely on SAP® software and services to operate profitably, adapt continuously, and grow sustainably.

As mobile technology began to trigger a major transformation in lifestyles and work styles, SAP executives wanted to increase the workplace use of mobile devices to manage the business and improve productivity of its employees. At the beginning of 2010, the company wanted to equip a number of software developers with iPhones and iPads so they could begin mobile application development. Before this could happen, the company needed to institute mobile data standards and security policies. “We had to establish a means to access the devices and maintain security and control over them,” says Josh Bentley, Global IT service owner at SAP.



## 2010

Beginning of iPhone and iPad use at SAP

Once SAP standardized the provisioning, management, and security of its mobile devices and data for the initial deployment, it could allow for mobile device use by the extended enterprise. This rollout includes allowing employees to use their own mobile devices for work-related tasks. “Having an enterprise-class mobile device management solution in place is a must when scaling beyond a few hundred devices,” Bentley adds.



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# Being a best-run company by running SAP software

SAP's reputation as a global leader in the business applications industry is enhanced by one simple fact – SAP runs SAP software. So when SAP needed to identify a mobile device management platform for its own use, it looked to the portfolio from Sybase, an SAP company. Specifically, it looked to the Afaria mobile device management solution.

“Afaria is a market-leading mobile device management and security solution,” Bentley explains. “It provides you with a single administrative console to centrally manage, secure, and deploy mobile data, applications, and devices – so it was the obvious choice for SAP.”

A small project team visited Sybase for a proof of concept, and the rollout of the platform began shortly thereafter. Key personnel in SAP Global IT, including specialists in e-mail, networking, and security, implemented the solution.

As one of its first steps in the implementation, SAP Global IT set up virtual private network (VPN) gateways. It also created a mobile wiki that explains the self-enrollment process within Afaria and provides a support knowledge base. “With the

number of devices in our landscape, it was essential for us to establish self-support and self-enrollment. This was not only to reduce bottlenecks but also to control our deployment costs,” Bentley says.

Once the infrastructure was in place, SAP Global IT imaged approximately 200 devices. It conducted usability testing to ensure that the self-enrollment process was intuitive to employees and then began a global rollout.

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“At SAP, we use our Afaria mobile device management solution to support mobility. Our employees use 14,000 iPad devices, and we're adding more devices on other platforms like Android every day.”

Oliver Bussmann, Chief Information Officer, SAP AG



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# Managing devices and data throughout the lifecycle

Implementing Afaria has triggered numerous benefits. SAP Global IT can now centrally manage and maintain devices and data throughout the entire device lifecycle. When an employee enrolls a device in Afaria, the software automatically installs e-mail, VPN configurations, security policies, and internal links. Once a device is enrolled, Afaria automates ongoing tasks like tracking assets, configuring applications, and distributing data and files. Afaria streamlines the decommissioning of a device as

well. “If a device is lost or stolen, IT can remotely kill or lock the device and remove data directly from the administrative console,” Bentley adds.

Afaria enables SAP to secure corporate data, control support costs, and increase IT efficiency. It also helps to improve the productivity of its employees. “We no longer have to physically handle devices,” Bentley explains. “Our IT staff is free to perform other tasks –and our workforce is too.”

## KEY BENEFITS

### 1 minute

To enroll a device in Afaria

### 1 minute

To decommission a device in Afaria

### 92%

Reduction in app deployment cycle times

### 100%

Mobile devices supported by existing staff

### 92%

Reduction in provisioning cycle times

### 17,000

Mobile Devices under Afaria management



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# Providing a foundation for ongoing innovation

More than 17,000 of SAP's mobile devices are managed currently by the Afaria solution, which is operated by Sybase IT and resides on servers in its Dublin, California, location. Perhaps most importantly, SAP has established mobile device standards requiring all new devices to be set up with Afaria, providing the long-term sustainability of its mobile device management program.

Looking ahead, SAP will continue to add thousands of devices under Afaria management. Beyond this immediate goal, SAP will continue to work with Sybase and leading mobile device manufacturers to add functionality and device types that can be managed through Afaria, including an accelerated adoption of Android devices.

