ManageEngine
Mobile Device Manager Plus

ManageEngine Mobile Device Manager Plus

empowers IIFL to centrally manage 17,000 devices with just one technician

Organization type:
Finance

Location:
India

Endpoints managed:
17,000

Challenges:

▸ Large-scale, corporate-owned device deployment

▸ Unique resource requirements by different sales teams

▸ Strict compliance regulations

▸ Rising number of employees requesting access to corporate mailboxes on personal devices

IT goals:

▸ Centralized management of the entire fleet

▸ Seamless app and content distribution

▸ Usage of devices compliant with organizational and industry standards

▸ Implementing a secure BYOD policy

Solution:

▸ Deploying enterprise-ready, secure, and compliant devices to distributed sales teams with Mobile Device Manager Plus.

About IIFL Finance Limited

IIFL Finance Limited is a leading non-banking financial services company in India that specializes in providing gold loans, business loans, personal loans, and financial advisory services. Founded in **1995**, the company boasts a strong nationwide presence with **3,119 branches** across more than **500 cities**. IIFL is committed to providing innovative financing to its customers with fairness, integrity, and transparency as its core values. Over the years, IIFL has won several awards and accolades for its excellence in the financial sector.

Since **1995**

500+ cities

3,119
branches nationwide

Business **challenges**

IIFL's workforce consists of a sales team that is often on the move. They work in locations outside of the office, meeting with customers to collect customer details, complete Know Your Customer (KYC) forms, and disburse loans.

> "These processes are often complex with multiple customers involved at a time, and manually transferring the collected information back to our office took quite some time."
>
> **Godfrey Francis,**
> **DVP, Technology Solutions Group**
> **at IIFL**

To simplify this process, the IT team at IIFL contemplated how they could best empower the sales staff. While desktops were out of the question for this mobile workforce, laptops also proved to be bulky and inefficient from a cost-to-value perspective. They needed devices that were powerful, portable, affordable, and customizable to suit the needs of the organization and meet compliance requirements.

> "We were quite ahead of the curve when it came to adopting the use of mobile devices in our organization. Our sales staff are often on the move, interacting directly with customers spread throughout India. We realized we needed to empower our mobile workforce with powerful devices to enable them to get work done on the go."
>
> **Godfrey Francis,**
> **DVP, Technology Solutions Group at IIFL**

After thorough market research, IIFL's IT team decided to empower the sales team with mobile devices. These devices were now a core pillar of their IT infrastructure, and they had to look into ways to manage them effectively and securely. With 17,000 mobile devices at hand, it was simply impossible to configure and monitor each device manually. They had to ensure these devices were protected with enterprise-grade security measures and were provided access only to the apps and resources required by the sales team.

The team also had to figure out how they could recover devices if they were misplaced, or identify whether they'd been exchanged between staff, which was a practice among IIFL sales people for collaboration and sharing information. This, however, went against granting corporate data access only to authorized individuals, as outlined by ITIL standards. Furthermore, the app and document requirements of each sales team differed based on the type of loan sold, and some employees also wanted access to their corporate email accounts through their personal devices.

Most crucially, as a financial services company, IIFL is also subject to comply with standards set by regulatory authorities like SEBI, NHB, and the IRDA, in addition to their IT practices requiring to be aligned with ITIL. Therefore, the mobile fleet would be subject to regular compliance checks. It was upon Godfrey Francis, DVP of the Technology Solutions Group at IIFL, and his IT team to come up with an all-encompassing solution to deploy work-ready and compliant devices.

The solution:
Mobile Device Manager Plus

After extensive market research and comparative analysis, Francis and his team at IIFL chose ManageEngine Mobile Device Manager Plus as their mobile device management tool. The solution offered the comprehensive feature set they were looking for, promised flexible scalability, and was budget friendly. IIFL, already being quite familiar with Zoho's cloud software suite, realized ManageEngine's MDM tool would be the right solution. Mobile Device Manager Plus has enabled Godfrey and his IT team to entrust managing their fleet of 17,000 devices to one single technician.

The Mobile Device Manager Plus experience

01

Deployment upscaled by **466%** after the pilot test

02

17k corporate-owned device

03

1k employee-owned devices

04

One IT admin

05

New OUs
deployed in one day

Right from the beginning, ManageEngine has worked with IIFL to:

Make implementation seamless: With the help of ManageEngine's support and product teams, IIFL initially conducted a pilot implementation of MDM for 3,000 devices. When this proved to be successful, the company immediately enrolled all 17,000 Android mobile devices into management without any hiccups. The IT team and the sales staff were trained in the solution and given assistance for a smooth adoption.

Provide support for a tailor-made solution: ManageEngine's EBS team provides round-the-clock technical support to IIFL's IT team, answering product queries and performing regular health checks. Further, ManageEngine's technical teams also continue to work

closely with IIFL to implement the customized features they need. With ManageEngine's dedicated help, IIFL was able to:

- ▸ Migrate seamlessly between data centers.
- ▸ Enable remote control capabilities for Lenovo devices.
- ▸ Have conditional access to Zoho CRM and Zoho Sheet.

Get the best out of Android: IIFL is easily able to leverage Mobile Device Manager Plus' vast Android Enterprise management capabilities, and the entire device fleet is now under one unified console. IIFL has been able to:

- ▸ **Deploy enterprise-grade devices:** IIFL's corporate-owned Android tablets are configured only with the required apps and permissions (e.g., camera to capture filled in KYC forms, HRMS app to check in to work, LMS app to keep employees well informed, Zoho Cliq, Zoho Mail, Zoho CRM, etc.). As an added layer of security, the access of malicious sites and the installation of third-party apps is blocked.

- ▸ **Simplify app management:** IIFL saves valuable time on distributing tested store and internally built apps to devices grouped by the sales staff's specialization. Optional apps are added to the device's self-service portal, allowing employees the freedom to install them if required.

- ▸ **Remotely resolve issues:** IIFL's IT team also troubleshoots remote devices and tracks the location of lost devices to recover them or perform a wipe to prevent sensitive data from falling into the wrong hands.

- **Customize and monitor remote assets:** Device wallpapers are also customized to stay consistent with the brand, and each device is made to display custom asset tag information containing the assigned user's details. Francis and his team can therefore identify swapped devices and ensure devices are only used by the assigned employee to prevent unauthorized data access.

- **Achieve compliance:** With Mobile Device Manager Plus' vast security profiles, IIFL is able to successfully meet all its compliance regulations and pass regular compliance audits.

- **Facilitate secure access to corporate resources:** With Mobile Device Manager Plus, IIFL's IT team exclusively manages and secures the corporate workspace on personal devices to ensure protected access of sensitive data while the user's personal files remain private. Moreover, Francis and his team are also able ensure that corporate apps and SSO capabilities are only accessible on managed devices by authorizing these devices with certificates.
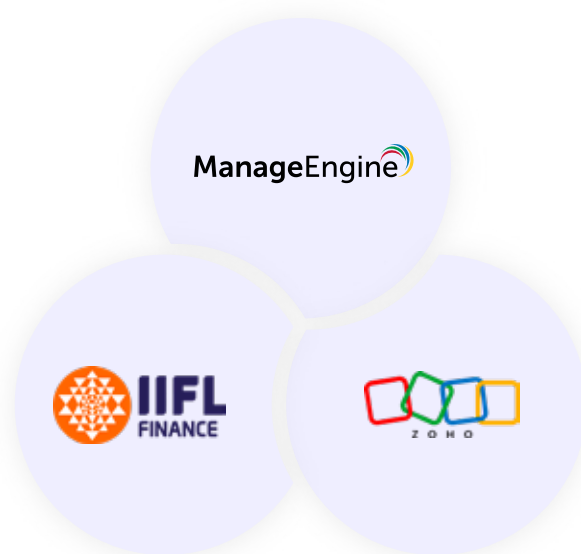
"ManageEngine Mobile Device Manager Plus has empowered us to be able to manage 17,000 devices with just one technician."

Godfrey Francis,
DVP, Technology Solutions Group
at IIFL

Enhancing mobility:
How ManageEngine and Zoho go hand-in-hand at IIFL

IIFL uses several **Zoho apps,** including **Zoho Mail, Zoho CRM, Zoho Sheet, and Zoho Cliq,** to empower its mobile workforce. These apps allow employees to collaborate on the go and securely access work resources and content through their mobile devices.

"With the implementation of Mobile Device Manager Plus, we're able to leverage both Zoho and ManageEngine ecosystems together to utilize the full potential these platforms offer and have further enhanced the productivity of our in-office and remote teams."

**Godfrey Francis,
DVP, Technology Solutions Group
at IIFL**

With Mobile Device Manager Plus, IIFL has able to easily distribute Zoho's apps to company-owned mobile devices, making these apps more accessible to its workforce. By silently installing these apps on devices, and mandating their presence on the device, Francis and his IT team also no longer have to worry about if employees have these apps installed on their work devices.

Moreover, with Mobile Device Manager Plus, IIFL has also been able to allow only managed devices to conditionally access the Zoho Sheets and Zoho CRM apps. This has enabled mobile access to these apps only to specific teams, thereby keeping IIFL's database secured from unauthorized access. Mobile Device Manager Plus' team continues to work with IIFL to provide location- and time-based access to Zoho apps to further counter data leaks.

With both of these powerful ecosystems being used together, Francis and his IT team can now rest assured that their huge fleet of devices are securely managed with all the right resources available on them.

Godfrey Francis with his device management IT team.
From the left, Rajeshri (who handles mobile device management with Mobile Device Manager Plus), Godfrey, and Santhosh.

About
Mobile Device Manager Plus

Mobile Device Manager Plus is a robust, feature-rich MDM solution that enables IT admins to manage mobile devices, including smartphones, tablets, laptops, desktops, and wearables, across Apple, Android, Windows, and Chrome OSs. Mobile Device Manager Plus enables organizations to empower their mobile workforces by providing the benefits of comprehensive, remote enterprise mobility management. Learn more about Mobile Device Manager Plus **here**.

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