APPTEC360°
Unified Endpoint Management

Lebenshilfe Trier protects mobile content with AppTec360 Endpoint Manager

Smartphones are an indispensable tool in the everyday care of Lebenshilfe Trier. The organization supports people with disabilities to enable them to participate fully in social life, for example with various residential services. Mobile communication with residents sometimes involves highly sensitive data.

"It is part of our philosophy that we act in an absolutely trustworthy manner. Accordingly, we attach great importance to thoroughly protecting mobile content," says Frank Ritz from Lebenshilfe Trier. The IT manager has relied on AppTech360 Endpoint Manager for many years.

All people should be able to participate fully in all social activities at all levels, including and especially people with disabilities. This is demanded by the UN Convention on the rights of people with disabilities and described as a human rights claim. This concept of inclusion is also the commitment of Lebenshilfe Trier. The organization has set itself the task of offering help to people with mental and physical disabilities and their relatives. For this purpose, it operates three residential homes that provide a home for around 80 people with disabilities. With outpatient residential assistance, Lebenshilfe Trier also supports adults with mental disabilities who live in their own homes and are temporarily or permanently unable to lead an independent life.

Mobile phones as indispensable work tools

This support requires a high level of coordination and a correspondingly high level of communication. For this reason, employees at the management level have been equipped with cell phones for many years. "The facility managers and their deputies in particular can be reached via a work cell phone," explains Frank Ritz, IT officer at Lebenshilfe Trier. With their mobile devices, the facility managers can quickly and immediately clarify all matters of daily life with the employees: from changing a light bulb to a medical emergency. The cell phones are also indispensable in the area of outpatient assistance, helping the people being cared for to manage their daily lives in the best possible way.

Frank Ritz is the only person in his organization responsible for the computer system. Formerly trained as an electronics technician for the energy sector, today, the system administrator looks after more than 300 employees who work at the Lebenshilfe Trier headquarter or in one of the 15 branch offices. He is also responsible for around 120 Citrix-licensed workstations and the management of around 45 Samsung smartphones used by middle management. A jam-packed workday for the IT manager. "It quickly became clear to me that I needed an easy-to-use mobile device management system to manage the smartphones," explains Ritz. "And after testing various systems, I decided on AppTec MDM as a cloud-based service."

Service-only cell phones for content requiring special protection

That was in March 2018. Since then, the AppTec solution - the current name is AppTec360 Endpoint Manager - has been in productive use at Lebenshilfe Trier. There were several reasons for this decision. "Back then, the market was a bit more limited than it is today," Ritz explains. "Many competing products still required a Google account for each device back then. That wasn't the case with AppTec's Android Enterprise integration; you could control a device directly through MDM." For Ritz, this was a decisive argument, not only because it saved him a step in the process, but also because such an account has a direct impact on data protection aspects: "As an organization that supports people, we receive a lot of emails with content that often falls into the 'particularly sensitive' category under Article 9 of the GDPR. That's why it was important to me from the start that communications remain local and not run through a public cloud platform." And there was another argument in favor of the Swiss provider's solution from a data protection perspective: "AppTec is a European company, which means that all GDPR requirements are covered and taken care of for us," says Ritz.

To meet the requirements of data protection and the particular sensitivity of the data, Ritz limits the use of the smartphones to purely official use. All apps that can be used are predefined. Standard Android apps, such as for e-mail, calendar and contacts, are primarily used, as well as GoToMeeting as a meeting solution and Watchguard AuthPoint for two-factor authentication. "That gives a pretty short positive list of apps that I've approved the use of," he said. Anything else, he said, is not required for use of the service and therefore not intended for use on Lebenshilfe's phones. "Part of our philosophy as Lebenshilfe is to act with integrity and trust, both internally and externally," Ritz stressed. "That's why we place great emphasis on data protection and ensure that no data can leak out of the devices."

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> Frank Ritz
> IT-Manager, Lebenshilfe Trier

Minimized effort - for example, when handing over a device to a new employee

As critical as the security factor is for the social institution, the usability of the solution is also important for Frank Ritz as the single person responsible for IT. He also chose App-Tec360 Endpoint Manager for usability reasons, the system administrator emphasizes.

"Take, for example, the handover of a device from an outgoing employee to a new one. Then I simply scan a QR code via Android ZeroTouch Enrollment to start the automatic configuration. During this time, I can put the smartphone aside and then just hand over the prepared device to the new colleague a short time later." The only effort is in the initial creation of the configuration profile, he says. "But that can be copied and adapted for other user groups," Ritz explains. "The tool takes a lot of work off my hands and saves me an enormous amount of time."

About AppTec

Founded in Basel in 2011, AppTec has now won over 6,400 customers with its simplified and accessible mobile-first solution. AppTec is a Leader in the Crisp Vendor Universe Quadrant and has received several awards as the best mobile device management solution.

Want to learn more about mobile device management with AppTec360? We would be happy to show you how our AppTec360 Endpoint Manager works in an individual WebEx demo session. Just send us an email at **sales@apptec360.com**

For more information, please visit **www.apptec360.com**

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