

# Security advantage thanks to cloud solution



To make sure that their employees can be reached by phone at all times on the company's extensive premises, logistics service provider Mannheimer Transport-Gesellschaft Bayer (MTG) provides all staff with rugged outdoor cell phones.

The phones primarily support telephony via a company-specific WLAN and are only equipped with selected apps. Private use is possible, as long as a special SIM card is used. To manage the devices easily, flexibly and securely, IT manager Martin Höweler uses the cloud version of AppTec360 Endpoint Manager.

Modern production and sales processes are very tightly timed: raw materials, preliminary products and the finished invoiced goods for sale must always be in the right place at the right time. This is a complex undertaking in global markets with their many interdependencies and also distortions. In this environment, Mannheimer Transport-Gesellschaft Bayer (MTG) acts as a general cargo forwarder at its location in the Port of Mannheim, thus assuming the role of an important European transshipment center. As one of more than 70 partners in the CargoLine general cargo cooperation, the company serves specific postal code areas in Germany, picking up goods there, reloading them in its own transshipment halls and then distributing them throughout Europe. In addition to general cargo delivery, the logistics service provider also offers international partial and full loads as well as parcel shipping.





“AppTec’s solution best covers the functions we need. In addition, AppTec is one of the most affordable providers with good support.”

**Martin Höweler**  
IT-Manager at MTG

## Reachability by phone is a must for MTG employees

“As a logistics company, it is crucial for us to respond quickly and flexibly to our customers’ wishes,” explains Höweler. “To do this, our employees must constantly coordinate with each other and should always be available to each other.” But the company’s telephone system, which is around twenty years old, can no longer cope with the increased communication requirements. “With the old phones, you could only be reached when you were sitting at your desk in the office,” says Höweler. For the IT manager, it was clear that MTG needed a new telephone solution for its 150 employees, who perform their daily work in 12,000 square meters of storage space and 10,000 square meters of handling space.

The company is saying goodbye to its old DECT system with desk-bound devices and switching to a modern, hosting-capable VoIP system. “We wanted to be able to obtain all telephone functions as software-as-a-service via the Internet from the telecommunications provider,” explains Höweler. The IT manager is also focusing on flexibility when it comes to the telephone devices: everyone in the company should have a mobile phone – and one that can withstand the sometimes-rough everyday life of a freight forwarder. Höweler relies on outdoor smartphones based on Android. “The only question I had at the time was, how do I manage these special devices,” says Höweler, “and do it in such a way that they run and I have as little hassle as possible.”

## Set parameters once for configuration during initial setup

On the recommendation of a partner company, the logistics service provider’s IT team evaluated AppTec360 Endpoint Manager alongside other systems and chose the cloud version of the solution. “AppTec’s solution best covers the functions we need,” explains Höweler. “In addition, AppTec is one of the most affordable providers with good support. That then also convinced our management.”

Today, all MTG employees are equipped with a cell phone with which they can be reached on the entire company premises, in home office, and on the road via WLAN under their known phone number and have access to certain preinstalled apps. Anyone who wants to use his or her smartphone privately can do so: he or she simply has to insert a private SIM card.

For the integration of the first hundred devices, Höweler and his team had to do some basic thinking: How should the user data be transferred? What problems are there with the transfer of umlauts, for example? Together with two colleagues, Höweler carries out the initial setup and assigns a cell phone to each user once. “We do, however, have to configure certain settings manually,” says the IT manager. “That’s because device manufacturers each have their own standards that can’t be mapped with MDM solutions.”



“Running AppTec360 Endpoint Manager in the cloud takes a huge load off our IT: we no longer have to worry about it. Set and forget.”

**Martin Höweler**  
IT-Manager at MTG



## Easily roll out new apps within minutes

“For us, it just means a few more minutes on each smartphone for those extra settings. But after that, I no longer have to deal with the device,” Höweler emphasizes. Even for new requirements, there is always a solution that can be implemented quickly. For example, Höweler recently rolled out Microsoft Teams as well as Excel to all phones to meet the team’s request for mobile access to certain resources.

Because he opted for the cloud version of the software, Höweler also doesn’t have to worry about running the AppTec360 MDM software. Ongoing development of the software, new functions and technologies, importing updates – with the cloud-based version of the MDM, AppTec takes care of all maintenance, support and further development of the system. “Running AppTec360 Endpoint Manager in the cloud takes a huge load off our IT: we no longer have to worry about it. Set and forget.”

And the IT manager sees yet another advantage in cloud operation: “Everything I use in the cloud gives me more security.” For example, IT staff at MTG only need an Internet connection to manage the company’s smartphones. “With my firewall, I don’t have to open a door. That’s a big security advantage and makes it easier for me to certify our IT, as we decided to do together with our CargoLine shareholders.”

“Using AppTec360 Endpoint Manager from the cloud gives me a big security plus.”

Martin Höweler  
IT-Manager at MTG



## 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](mailto:sales@apptec360.com)

For more information, please visit [www.apptec360.com](http://www.apptec360.com)

