



PERKINS
+ WILL

Case Study

Perkins+Will

Perkins+Will Uses Good for Enterprise to Improve Collaboration and Productivity by Supporting the Smartphones Employees Want.

ORGANIZATION DESCRIPTION

Perkins+Will is a leading architectural design firm that believes in the strength of ideas and the power of relationships. Since 1935, the company has worked with some of the world's most admired clients including neighborhood elementary schools, Fortune 100 corporations, and biomedical research firms. Perkins+Will is setting worldwide standards for exceptional service and design innovation in architecture, interiors, branded environments, planning and strategies, and urban design.

THE CHALLENGE

Perkins+Will is similar to many long-time Good customers. Around 2004, a lot of the firm's employees adopted Palm devices to stay organized. As these portable planners added wireless capabilities, Perkins+Will deployed Good to provide employees with secure and reliable access to their corporate email.

More recently, more and more powerful smartphones have been making their way into the work environment. To accommodate these new users, Houmadi and the IT team evaluated the new Good for Enterprise clients to see if Good could provide the security, management, and new policies these smartphones required to be safely used in the corporate environment.

THE SOLUTION

After seeing the evaluation results, Perkins+Will upgraded to Good for Enterprise, a powerful, secure, and easy-to-use enterprise mobility suite that provides IT with the mobile security and control it needs, while giving users a great experience for mobile collaboration and connectivity. With Good, Perkins+Will can now support the smartphones users want, especially the iPhone and Android, while ensuring IT has the ability to keep corporate information safe and secure.

THE BENEFITS

"We are very pleased with Good for Enterprise," said Sherri Houmadi, Wireless Manager for Perkins+Will. "It is a solution that just works and gives us the functionality we need without any hassles. Our employees are more productive and efficient, and IT has the tools we need to manage and secure our corporate information."

"As a long-time customer, we are thrilled to see Good's new focus on the devices users want such as the Apple iPhone and Android smartphones while making the company's core strengths of security and manageability even better. We are aggressively increasing the number of employees using Good so they can be more productive and efficient in their work."

-Sherri Houmadi
Wireless Manager, Perkins+Will

Manageability

Good Mobile Control allows Houmadi to support the entire operation with comprehensive over-the-air (OTA) management capabilities and end-to-end visibility for troubleshooting and support—all through a web-based console. “With the console I can set up new users, institute policies such as protecting corporate information, update devices, and wipe corporate data while leaving personal information untouched,” said Houmadi. “Good Mobile Control makes my job a lot easier.”

Security

As Perkins+Will deploys more and more devices, Good makes securing information and the smartphones themselves easy. From the Good Mobile Control console Houmadi can enforce security at a granular level including locking down device components such as the camera, infrared port, Wi-Fi, and Bluetooth features. She can also control which applications are allowed and dictate which programs must be running before allowing a secure connection. “Good’s stringent security features give us peace of mind that our information is secure,” said Houmadi.

Productivity

Given the nature of architectural design work, many Perkins+Will employees are out in the field meeting with customers, coordinating with state and local governments, and working with other organizations. When you add 20 offices around the world, it becomes clear that a lot of collaboration is required to keep projects on track and meet the quality Perkins+Will is known for.

With the Good Mobile Messaging component of Good for Enterprise, employees can intuitively collaborate using enterprise-class email, calendars, and contacts. Good also allows employees to view and work with attachments, easily schedule meetings, and personalize the way they view, prioritize, and find information.

From an IT perspective, Good’s intuitive Outlook-like user interface reduces support time to almost zero. “Because Good is so intuitive, users just know what to do,” said Houmadi. “Once they are set up with a device, I rarely see them again.”

“As a long-time customer, we are thrilled to see Good’s new focus on the devices users want such as the Apple iPhone and Android smartphones while making the company’s core strengths of security and manageability even better,” concluded Houmadi. “We are aggressively increasing the number of employees using Good so they can be more productive and efficient in their work.”

SUMMARY

Challenge—Find a mobility solution that supports popular smartphones while giving IT the control it needs to ensure information and devices are secure.

Technology Solution—Good for Enterprise that includes Good Mobile Control for over-the-air management, granular security enforcement, and end-to-end visibility for troubleshooting and support.

Payoff—

- Employees can be more collaborative, efficient, and effective at their jobs because Good supports the devices they want to use.
- Perkins+Will can mitigate risks by ensuring devices and information are managed and secure.
- IT can focus on more important tasks since Good’s intuitive interface requires near zero support time.



Good Technology

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