

Devicie Caters to Compass Group's Remote Workers

Devicie is enabling Compass Group's vast contingent of remote workers to be as technologically secure, connected and up-to-date, as those based in head office.

Compass Group is the largest provider of food service and support service solutions in the world, and employs half a million people in 50 countries. Employees are spread across hundreds of different locations, many of which are remote or offshore. The high number and wide disbursement of employees, presents significant challenges to the organisation's IT personnel, whose job is to keep staff online and provided with the latest applications vital to their role, while also ensuring devices are compliant and secure.

Before Devicie, there was simply no workable solution to the problem of provisioning and securing all employee computers. Compass Group's Service Delivery Manager, Donna Greenfield explains: 'We had been building our Standard Operating Environment

on a different system for a couple of years. However, it was proving very technically challenging and we weren't satisfied it could provide the security and work flexibility we sought'. Further drawbacks were that each device required a software agent to be manually installed before it could be managed, and computers could only be monitored and updated via the company's internal network. Greenfield adds: 'We have over 450 locations in Australia alone, some with just one or two employees, and it just isn't practical to pull everyone's devices back for new installations and for our network to be available in all places'.

After scouring the market for solutions, the Devicie team was brought in and asked to run a pilot of its technology. Remarkably, within just two days the Compass Group Standard Operating



Key points:

- Compass Group's SOE was replicated in just two days and meeting previously unachievable compliance requirements
- Remote workers are supported and can login securely on any device over any internet connection
- Devicie scales across hundreds of thousands of workstations and multiple organisations

Environment (SOE) was replicated on the Devicie platform, and security compliance was over double that achieved using the other solutions. A small mixed user group was migrated onto the Devicie platform and the pilot quickly met all agreed success criteria. Greenfield says: 'We were staggered, but honestly felt it was too good to be true. There had to be downsides. For instance, could Devicie support an organisation of our size and do it year after year?'

Because Devicie uses an innovative and infinitely scalable cloud-based provisioning platform, it has the ability to service any organisation from 50 to hundreds of thousands of employees. Compass Group also established that the team behind the technology had strength in depth and the capability to support multiple organisations, while continuously evolving Devicie's functionality. 'Once we were happy with the scalability of the platform and Devicie's support team, we were in no doubt it was the right technology for Compass Group', said Greenfield.

After fully optimising and securing the Group's SOE, Devicie is being rolled out across the entire organisation, according to location priority. Devicie CEO, Martin

McGregor, said: 'Compass Group's complexity and its variety of locations and employee types, was a real test for Devicie, which it passed with flying colours'. Greenfield adds: 'The beauty of Devicie is that it automates device management, regardless of location. Our remote workers can now be self-sufficient and as fully supported as those in head office. It doesn't matter what device they use and they can login securely via any available internet connection'. She continues: 'In addition, Devicie has integrated seamlessly with our existing security tooling and is helping us maximise its value'.

To schedule a discussion on how Devicie can help your organisation, please contact Martin on 1300 636 443 or martin.mcgregor@devicie.com.au

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Compass Group
Service Delivery
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