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## CASE STUDY - LA VILLE D'ESCH

# Unify the municipal services' mobile resources management



Centralized management  
through an automatic  
enrolment system

## THEIR OBJECTIVES

- Have an operating multi-system platform capable of supporting both iOS and Android devices
- Manage all types of devices globally through a single console
- Benefit from a Web platform to facilitate the updating processes and daily use

## THEIR CHALLENGES

- The existing Mobile Device Management (MDM) solution only supported one operating system
- Installed locally, this platform required IT Service interventions for server and application updates
- The need to extend the system for authenticating devices by certificate via the City's Wifi network to the entire mobile fleet

## THE SOLUTION

- Telindus deployment of MobileIron's Unified Endpoint Management (UEM) platform:
  - o Automatic enrolment and configuration of devices
  - o Device management through the Wifi network regardless of the operating system
- All users who work outside the office can now have a mobile device to access, at least, their email
- These users include heads of departments of the various City administrations, municipal officials, staff of the energy supplier Sudstrom, and even councillors and council members of the City of Esch
- Extension of the project to the primary schools of the City of Esch-sur-Alzette (currently being deployed)



Significant time saving  
for all users

## THE BENEFITS FOR THE CITY OF ESCH

- Today, all users of a mobile terminal of the City of Esch services, (and soon the primary schools that depend on it), have access to an automatic enrolment system for their device. This solution makes it easier for the IT department to manage the mobile fleet, save significant time and be less solicited by users
- Create accounts for iOS devices via Apple Business Manager and Apple School Manager, which allow you to install free or fee-based applications directly on the devices, acquired in batches of tens or hundreds of units
- The user is relieved of all concerns: when he receives his device, he just has to turn it on and connect with his usual identifiers to directly benefit from the services and applications to which he is entitled
- New features :
  - o The MobileIron Docs@Work application allows users to access, view, annotate and share documents in an intuitive and secure way, whether they are email content or documents stored in different on premise or cloud repositories
  - o MobileIron's Apps@Work application store allows the user to download both professional applications developed in-house and applications provided by third parties that have been approved by the IT Department.
  - o The company store can also be customized by IT administrators, who can then assign applications to specific users - or user groups.



### DISCOVER THEIR HISTORY



«The City of Esch is particularly open to new technologies and the IT Department team is proud to be able to regularly provide the City's services with innovations recently introduced on the market.»

«Telindus' experts are very responsive and provide us with unfailing support. On this basis, we plan to extend our collaboration to integrating certain cloud services such as Office 365 into the MobileIron solution, but also - and most importantly - to put in place the necessary prevention measures and controls to protect our users from the various mobile threats and attacks.»

**CHRISTOPHE CABRAL** - Systems Administrator, IT Department  
of the City of Esch-sur-Alzette

## THE CITY OF ESCH-SUR-ALZETTE IN SHORT

With more than 35,000 inhabitants, the City of Esch-sur-Alzette is the second largest city in the Grand Duchy. A university town located in the heart of the Great Region, Esch counts more than 120 different nationalities. Seriously marked by the decline of the steel industry, Esch has undergone a major transformation over the past two decades to become a centre of knowledge, research and a knowledge-based society. Today, Esch-sur-Alzette offers its residents and visitors all the facilities and services worthy of a dynamic and evolving metropolis, in the heart of Europe.

To manage its infrastructures, the City of Esch can count on an IT Department staffed by a dozen employees. The team, young and technophile, takes care of the daily needs (network administration, systems administration, software development, installation, maintenance, troubleshooting,...) but also strives to offer innovative solutions adapted to the needs of different user groups.

The IT department of the City of Esch/Alzette is under the responsibility of Philippe Meyers.