



## Going Paperless by DISH-ing out Tablets

Galaxy 1 is a DISH authorized retailer headquartered in Bettendorf, Iowa, with locations in 10 states. The company recently modernized its applications and transitioned to mobile applications for subscriber management and order fulfillment. With the new applications, technicians have been able to complete service calls faster and collect electronic signatures to close out customer agreements during the service call, saving processing time at the office.

### The Challenge

To support this transition, all field technicians were supplied with Samsung Galaxy tablets to access customer information on-site at customer locations. But providing access to sensitive company and customer information meant that Galaxy 1 had to implement safeguards to ensure the information was protected. In addition, since the tablets were consumer devices, Galaxy 1 wanted to ensure that only company-approved applications were used.

### The Solution

Galaxy 1 initially deployed Mojave's application protection features to replace the standard Android home screen with a customized one that limited access to only company-approved work applications. The company utilizes the mobile device management functions to locate the devices, and protect them in the event they are lost or stolen. With the implementation of second-generation Galaxy tablets, the company added Mojave's network security and data protection to ensure that sensitive company and customer information is kept secure.

With Mojave's analytics on application, bandwidth and data usage patterns, the Galaxy 1 IT team can monitor usage for anomalies and proactively address potential overages, reducing plan costs for each device.

### Highlights

- Deployed 200 Samsung Galaxy tablets with Microsoft Exchange, Dolphin web browser and DISH Network applications
- Implemented a paperless process which required real-time access to customer data for field technicians using Android tablets
- Limited access to personal and non-business applications
- Protected customer information from being downloaded or removed from company tablets
- Monitored usage analytics on data and bandwidth consumed to keep overall mobile plan costs predictable and affordable

## Benefits

With Mojave's cloud-based mobile security, Galaxy 1 was able to secure their mobile devices with remote management, eliminate worry about the tablets being used inappropriately for non-work tasks and speed up deployment of company software with remote application distribution.

## Keys To Success

Before rolling out the first tablet to the field, the Galaxy 1 IT team proactively anticipated the need to set up a clear mobility policy with provisions for device management and data protection. IT defined the rules for device loss, replacement and damage up front. Galaxy 1 also set up an agreement with their cell phone carrier (Verizon) for reimbursement for lost, broken or inactive devices.

## About Mojave Networks

Mojave Networks was founded on the belief that mobile security should be comprehensive, transparent and tailored to a mobile environment. Companies and organizations around the world, including Fortune 500s and government agencies, rely on Mojave Networks' cloud-based mobile security to block advanced threats and protect company data while securing user privacy. Based in Silicon Valley, Mojave Networks is backed by Bessemer Venture Partners and Sequoia Capital.

## Learn More

For a free trial or more information:

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“ With all of the normal day-to-day issues to resolve, we need to ensure our devices are reliable and set up correctly to offer the field techs the tools they need to do their jobs efficiently. With Mojave Networks, we can do that quickly and easily, and stop worrying about unauthorized Candy Crush breaks on our tablets.”

Brant Betcher  
Galaxy 1

