Founded in 1981, The Descartes Systems Group Inc. (Descartes) has become a leading global company in logistics technology. Headquartered in Canada, the company employs over 850 people across various locations. With more than 20 offices around the world, Descartes provides services and solutions to over 11,000 customers in the transportation, logistics, manufacturing, and retail industries.

The Challenge
Over the past few years, Descartes has grown its business through a combination of organic growth and by acquiring new companies. While Descartes has been using BlackBerry from early on, the companies they acquired were not necessarily standardized on BlackBerry. “Many used iOS or Android devices, most with no mobile device management,” explained Calvin Fujita, Team Lead, Implementations and Maintenance Services, Descartes.

Today, Descartes supports a diverse mixture of Corporate Owned Personally Enabled (COPE) devices and Bring Your Own Device (BYOD) in their environment. Getting all of these devices secured is a priority. “From my perspective, it’s vital that we protect company IP,” said Fujita. “The ability to easily manage and wipe any device if needed is critical.”

From a mobility perspective, the company’s growth created several challenges for the IT team at Descartes. They needed to manage a quickly growing collection of multi-OS mobile devices. At the same time, they had to ensure that everything remained secure while providing the tools and usability to allow users to get their devices connected easily. In short, the company needed to find an enterprise mobility management (EMM) solution that was both adaptable and user-friendly.

The Solution
After some deliberation, the company decided to continue to use BlackBerry as their EMM provider of choice, and selected BES12 to manage their multi-OS environment. Capable of managing their BlackBerry OS, BlackBerry 10, iOS and Android devices, all through a single management console, BES12 was an ideal fit for Descartes’ EMM needs. “BES12 meets my team’s requirements on security, management and ease of use for IT. The migration to BES12 was incredibly painless, and the user interface is far more user-friendly.”

Calvin Fujita,
Implementations and Maintenance Services, Descartes
The quick transition brought all the platforms under one management console and made communication amongst employees simpler. “Prior to BES12 we had to go through three different interfaces to manage our devices. BES12 brings it all together for us,” Fujita said.

The solution will offer IT staff employees important tools, such as a proactive monitoring system, and also allow separation of work and personal with BlackBerry Balance and Secure Work Space for iOS and Android.

The new interface also provides Descartes with the security that they have come to rely on. “In our opinion, BlackBerry has exceptional end-to-end security, from the BlackBerry 10 hardware through to the EMM software we use to manage those devices behind our firewall with BES12.”

The productivity focus of BlackBerry 10 smartphones makes them an attractive choice for Descartes’ corporate device deployment. “Access to BlackBerry Blend is a really great feature of BlackBerry 10,” said Fujita. “Our users can access text, BBM messages and personal emails from their desktop without missing a beat. It’s a really nice feature that our executive management team, in particular, have embraced.”

**Descartes’ Benefits**

From an IT perspective, Descartes likes the BlackBerry solution simply because it works. Employees can self-register and, with the self-service feature on BES12, they are empowered to perform a number of device management tasks on their own. This helps reduce user support calls to the IT department and helps to contribute to a lower overall cost of ownership for Descartes.

The ease of use with BES12 also minimized down time, which can be very costly to the company, and provides Descartes with the ability to manage BlackBerry, iOS, and Android devices from a single, secure, platform. BES12 will provide Descartes with a proactive monitoring system, tools to create and install secure enterprise apps across all supported platforms, as well an automated problem solving system.

Whichever device an employee is using, Descartes’ IT team can be sure that both the devices — and more importantly, the corporate data accessible from the devices — are secure. Through a unified console, the IT team can choose the level of security and control required to meet both business and end user needs.

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**Key Benefits**

- Simple migration to BES12
- Scalable to support company growth while ensuring security and flexibility
- Effective device management across multiple operation systems
- Reduced total cost of ownership
- BlackBerry Blend for desktop access to all messages and files, including texts and BBM

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