

Flexible. Powerful. Modern.

The standard of mobility for
financial services.

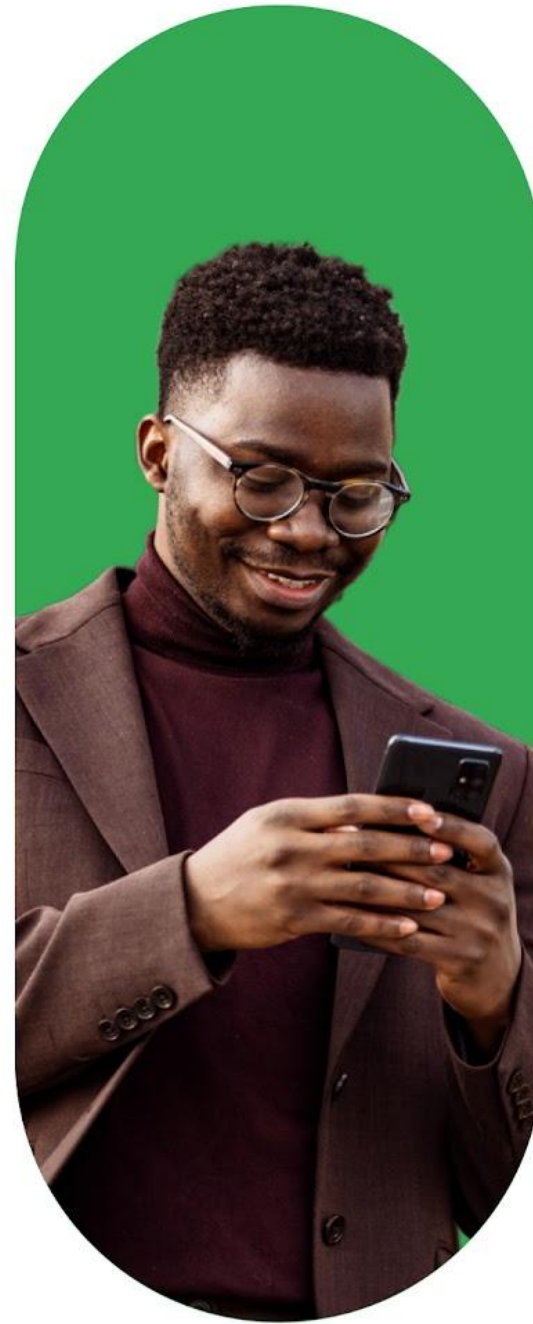


Executive summary

Mobility has become the new normal for enterprises around the world — and the growing pains are being felt acutely in the financial services industry. Rigid regulations hinder the appetite for change, while every sector and business faces its own unique challenges. The various needs of specific teams and employees within each organization only add to the difficulties.

Based on recent research, we've compiled key insights on why modern organizations must adopt a new standard for mobility management.

Android Enterprise helps organizations configure, deploy, and manage mobile devices tailored to their specific regulatory, security, and business requirements. In this eBook, you'll learn how financial services organizations can use the platform to simplify device management, streamline onboarding for their distributed employees, and support a broad array of device ownership models and use cases.



You can't be modern without **mobility**

To stay ahead, financial services organizations must find new ways to innovate in a highly regulated industry.

An increasingly distributed workforce has changed not only how enterprises conduct business, but also how customers and clients expect business to be done.

Many businesses are returning to the corporate-liable management model, where they own and manage the devices their employees use for work. According to IDC, adoption of this model is expected to grow by 60% over the next year in the U.S.

At the same time, the rapid increase in remote and app-based communications, transactions, and customer service has led to a greater demand for Enterprise Mobility Management (EMM) solutions.

In the financial services industry, turn-key mobility solutions are impractical. Strict regulations that differ by region — on top of already rigid operating parameters — make it difficult for business leaders to find an enterprise solution that can meet their unique needs.



**of financial
services
organizations
allow employees
to work from
distributed
locations.**

In a regulated world, **flexibility** is key

Managing mobility means finding a platform that allows your enterprise to:

Simplify device management

To keep up with the needs of a distributed workforce, IT teams need a flexible and remote approach to mobile device deployment and management.

Improve enrollment and onboarding

IT teams want to use a single management platform that allows them to easily provision and deploy no-touch devices to distributed employees.

Support multiple device ownership models

According to IDC, the financial services industry has 9.7M bring-your-own-device (BYOD) and 21.8M corporate-liable smartphones and tablets in the US alone. IT teams need a robust solution that allows them to manage devices effectively under various ownership and usage scenarios.



72%

of employees in financial services say mobile tech is critical to their productivity.

[Samsung, "Future of mobility: Finance and banking report", 2021](#)

Android Enterprise is setting a new standard for modern mobility management in **financial services**

Powered by the Android Management API, Android Enterprise works across a variety of device modes, verticals, and use cases.

The platform offers a range of solutions that will help you manage mobility in a way that's right for your business.



Android zero-touch enrollment



Optimize IT resources and deploy devices faster

Android Work Profile



Keep business data safe and personal data private

Managed Google Play



Maximize efficiency by streamlining app deployment

Device management modes



Reduce complexity with flexible device ownership models



Mobility can simplify your operations

Enroll company-owned devices from anywhere for teams working everywhere with **Android zero-touch enrollment**

Accelerate device deployment by remotely provisioning and shipping company-owned devices to your distributed workforce directly from the manufacturer.

Customize each device with robust controls, security policies, and settings. Manage the devices via a zero-touch portal or your choice of [EMM partner](#).

Effortlessly provision and configure devices for immediate use, even across multiple device manufacturers and employee locations.

Enable employees to easily enroll devices out-of-the-box via QR code, NFC tag, or by entering a DPC hashtag. A simple setup wizard allows them to quickly complete enrollment without IT assistance.

“With our communication and collaboration apps available right out of the box, our teams could get to work right away to help customers.”

Simon Thoday

Manager — Mobility, Workplace Technology, National Australia Bank

[Read more](#)





Divide data and reduce complexity

Android Work Profile helps maintain compliance by keeping business data safe and personal data private.

With Android Work Profile, you can allow your employees to have separate profiles on their device for work and personal use. Your IT team manages the work profiles, while personal profiles and their data remain completely private. A UX demarcation makes it clear at all times when the Work Profile is in use, helping prevent accidental data leaks.

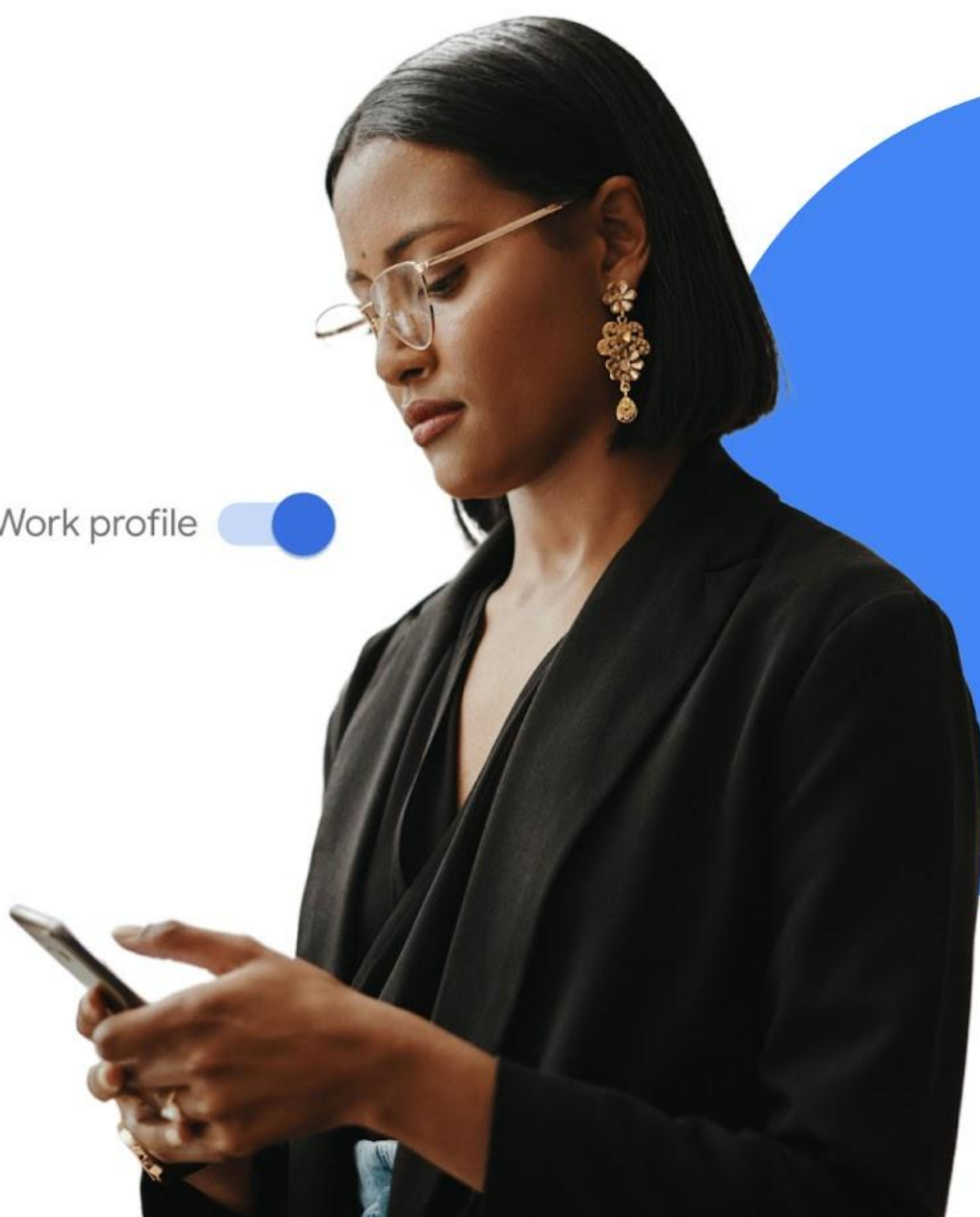
Secure your company's apps and data by enabling your IT team to choose which apps employees can (and cannot) safely access via their Work Profile, as if it were a separate, fully managed device.

Protect employee privacy and help them feel comfortable whether they're using a personal or company-owned device by providing them with unrestricted, private access to apps via their personal profile.

 Work profile

“When there is a distinct separation between work and personal apps, people are more conscious about their data and the boundaries they can and cannot cross.”

[Google, "Research shows work profile brings satisfaction and balance", May 2021](#)





Create a unified employee app experience

Use granular controls in **Managed Google Play** to streamline app deployment and access.

Managed Google Play allows your IT team to create a custom version of the Google Play store for your organization. You're able to manage what's available, and your employees can download and access apps with confidence knowing they're approved for use.

Host, manage, and deploy private apps to your employees via Google Play, as well as curate which public apps they can access.

Distribute and manage web apps to your workforce and manage them in Google Play like any other Android app.

Provide a singular app store experience for your employees by providing direct, easy access to the public, private, and web apps they need — all in one place.

“With Managed Google Play ... providing our teams the flexibility to assign apps to the right teams is a major time saver and ensures everyone has the resources they need.”

Simon Thoday

Manager — Mobility, Workplace Technology, National Australia Bank

[Read more](#)





Make device management fit the way employees work

Support multiple **device ownership models** across your enterprise.

From BO (business-only) to BYOD (bring-your-own-device), there are plenty of ways to approach mobility. Many financial services organizations are even returning to the corporate-liable model, where they own and manage employee devices. Each model is unique — but all are supported by Android Enterprise, including the option of COPE (corporate-owned, personally-enabled) devices.

Add flexibility and control to your corporate-liable management model by tailoring company-owned devices to your business needs, including COPE, BO, dedicated devices, and CYOD (choose your own device).

Issue COPE devices that isolate work apps and data so employees can safely use the same device in their personal life.

Empower employees to securely use their personal devices for business with a dedicated Work Profile that is fully managed by IT.



of companies that enable BYOD are not satisfied with their mobile security.

Help Net Security, "60% of BYOD companies face serious security risks", April 2022

Solutions for every sector

Android Enterprise powers mobility for organizations across the industry.

Continue reading to learn how Android Enterprise can be used to address sector-specific challenges.



Banking



Asset
management



Insurance



Fintech

Reimagine the retail banking experience with fluid and flexible customer service

Empower customers to help themselves

Enable your customers to complete tasks that previously required in-person support or a manual process — such as executing a document — from a self-service kiosk.

Android Enterprise allows you to set up and manage secure, dedicated devices in your retail locations, alleviating wait times and streamlining customer service.

Give customers the support they need, where they need it

Allowing branch employees to interact with customers via their personal mobile device provides an opportunity to create deeper relationships with customers and faster, more readily available service.

Android Enterprise features such as **Work Profile** and **Managed Google Play** make it possible for your employees to securely use their personal device to access company apps and data and communicate with customers.

“We see Android Enterprise as a key component to our mobility strategy, providing the flexibility and security our teams require.”

Simon Thoday

Manager — Mobility, Workplace Technology, National Australia Bank

[Read more](#)



Banking

Mobilize workflows to improve efficiency

Simplify the sales process

Use Android Enterprise to provide your employees with safe, easy access to the apps and tools they need to communicate, collaborate, and work productively from anywhere.

Work Profile and **Managed Google Play** will help your IT team ensure access and usage is securely controlled and managed, so your employees can work on the go and your company's apps and data are never compromised.

Safely streamline claims submission and processing

As technology advances, claims processing will become increasingly automated and more efficient and accurate.

Android Enterprise and **Managed Google Play** allow your employees to complete these processes remotely via secure, BO devices. The devices can also be deployed efficiently to your workforce using **Android zero-touch enrollment**.

“The Android platform creates a lot of opportunity around productivity tools ... we also have an opportunity to deploy applications and do it in a very seamless fashion.”

Daniel Johnson

CTO — Guardian Life Insurance

[Watch more](#)



Insurance



Create structures that support new ways of working

Mobilize the trading desk

With mobile devices managed using Android Enterprise, your employees will be able to securely access apps and tools previously only available from their in-office desktop.

Managed Google Play ensures your employees can only access the apps they need, while Work Profile safely divides their personal apps and data from work-related content.

Consult clients from anywhere

As your firm — and your clientele — considers new products and revenue streams, mobility will be imperative. Managing employee devices with Android Enterprise means your employees can securely serve customers and clients remotely, ensuring your firm is ready to meet their needs the moment a new opportunity arises.

“Android Enterprise and mobile device management makes it far easier to deploy smartphones. We have a single point of control, and we only need one technician to manage 17,000 devices.”

Godfrey Francis

Head of End-User Computing, IIFL Finance



Asset management

Raise the bar in a sector that already runs on mobility

Help your engineers work efficiently and effectively

Equipped with mobile devices managed by Android Enterprise, your engineering teams will be able to securely access important data and materials and complete their work on the go.

Work Profile and **Managed Google Play** will ensure they have easy access to the internal, public, and web apps they need and limited access to the apps they don't.

Meet today's standards for customer support

Every fintech organization is unique. But like mobility, high-quality customer support is expected as part of your offering.

Android Enterprise allows you to provide contact center support without a contact center. Mobilize your customer support team with managed mobile devices that provide secure, streamlined access to the communication and internal apps they need to assist your customers remotely.



75% of fintech companies offer fully flexible work.

[Flex Index, "The Flex Report Q3 2023", 2023](#)



Key takeaways

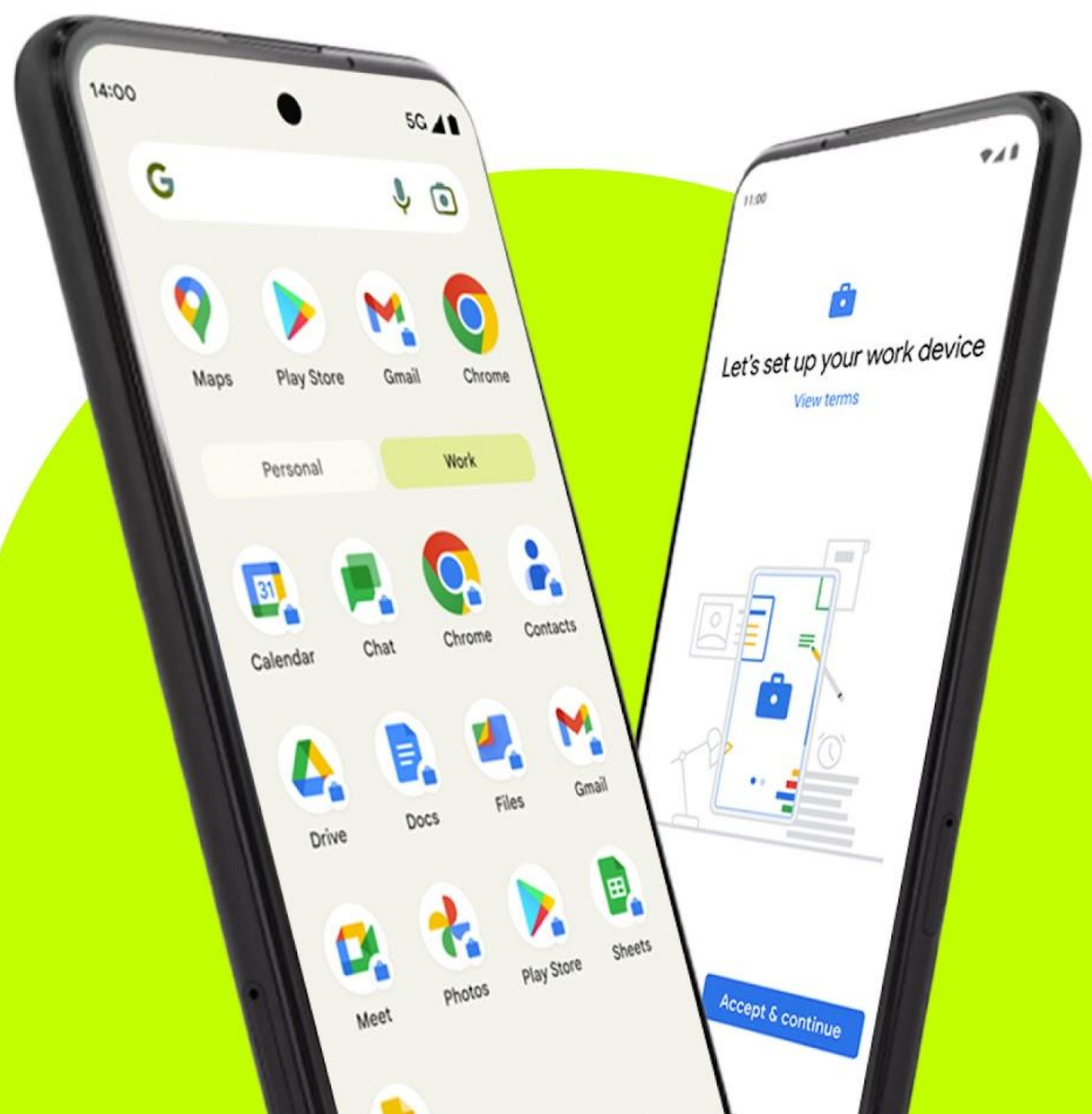
- 01 | Mobility can simplify your operations**
Use modern mobile technology to streamline time-consuming tasks such as device enrollment and deployment.
- 02 | Divide data and reduce complexity**
Manage and protect company data more effectively by creating a clear separation of work and personal apps for your employees.
- 03 | Create a unified employee app experience**
Remotely configure, manage, and distribute private, public, and web apps to your employees — all in one place.
- 04 | Make device management fit the way employees work**
Support multiple device ownership models to simplify the management of both company-owned and employee-owned devices.

Flexible. Powerful. Modern.

Android Enterprise

Give your employees the devices and apps they need to work securely and productively from anywhere.

Visit our [Solutions Directory](#) to find a recommended EMM that can help your organization adopt a new standard for mobility management with Android Enterprise.



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