

Henry Ford Health System Implements BYOD Initiative Powered by AirWatch

The Client

Henry Ford Health System (HFHS) is one of the nation's leading comprehensive, integrated health systems. It provides health insurance and health care delivery, including acute, specialty, primary and preventive care services backed by excellence in research and education. Founded in 1915 by auto pioneer Henry Ford, the health system is committed to improving the health and well-being of a diverse community.

It is comprised of hospitals, medical centers and one of the nation's largest group practices, the Henry Ford Medical Group, which includes more than 1,200 physicians practicing in more than 40 specialties. The System's flagship, Henry Ford Hospital in Detroit, is a Level 1 Trauma Center recognized for clinical excellence in cardiology, cardiovascular surgery, neurology and neurosurgery, orthopedics, sports medicine, multi-organ transplants and cancer treatment. With more than 23,000 employees, Henry Ford Health System is the fifth-largest employer in metro Detroit, and amongst the most diverse.



Solution Overview

- Client: Henry Ford Health System
- Industry: Healthcare
- Geography: North America
- Features: MDM, MEM, AirWatch[®] App Catalog
- Devices: 1,000 - 5,000

The Challenge

Henry Ford Health System's workforce had been exclusively using BlackBerry devices for many years, but as more clinical applications have been moving toward Apple[®] iOS and Android[™] platforms, the organization has had to adapt its mobility strategy accordingly. When the organization's leaders first began examining enterprise mobility management (EMM) platforms, they found that all were able to meet basic levels of functionality, such as the ability to impose lock out protocols, or provisioning access for specific functions across a variety of platforms. After reviewing three of the top solution providers, HFHS leaders selected AirWatch[®] by VMware[®] based on three main points of differentiation: it offered an option to be hosted by the vendor instead of by HFHS, integration with Active Directory and the ability to bring ActiveSync traffic through the AirWatch gateway and rapid adoption by the platform of new operating system features within days after release.



“What we’re finding is that in the caregiver community, everyone wants a tablet,” says Doug McDonald, wireless network manager, HFHS. “The challenge for us is how to provide that service while still meeting our regulatory and corporate requirements.” To facilitate this process, HFHS has deployed AirWatch, which currently secures and ensures compliance for approximately 3,200 corporate-owned mobile devices and 2,500 personal devices.

The Solution

Enrolling devices into AirWatch is a user-driven process for HFHS. Requests for service are routed through the central IT help desk, which provides guides for mobile device management (MDM) enrollment for various devices. The process is straightforward and takes less than five minutes. To address any concerns users may have about the MDM solution, HFHS publishes a FAQ document on its internal compliance website, which is updated regularly as new issues arise. One unexpected user concern was that the MDM platform would allow IT personnel to view their browser history or personal images saved on the device. The platform does not have that ability, and the FAQ has been updated to reflect that, noted Kevin Merryman, manager of IT end user design, HFHS.

HFHS’s highest priority when securing devices is to deploy a screen lock with password protection that is triggered after five minutes of inactivity. Another critical component is that encryption on a device’s storage card if such functionality exists. A third key consideration is that devices cannot access HFHS email without password protection. The organization’s EMM profiles are set up so that if a user un-enrolls from AirWatch, all email data is automatically erased. All mobile devices, including laptops, have built-in location services and can be remotely wiped if lost or stolen. HFHS doctors use an internally developed app to access a contact list of colleagues. The app is available to employees through the AirWatch[®] App Catalog, where users can view, browse, search and install public, internal, recommended and web applications. There are three additional recommended public apps available for download, which are not automatically pushed to employee devices.

As part of its ongoing mobility initiative, HFHS plans to implement a content management solution later this year. The IT team has also made it a goal to completely transition off using Blackberry devices prior to introducing an organization-wide Bring Your Own Device program.

“Much of what we do as an IT organization is in response to what our customer base wants. We’re very pleased AirWatch and the way it fits seamlessly into our environment.”

– Doug McDonald
Wireless Network Manager
Henry Ford Health System

