DARU-WACHE Strengthens Mobile Workstyle to Power Future Growth

DARU-WACHE is a security services provider in the German-speaking part of Switzerland. Founded more than 40 years ago, with a head office in Zurich, the group now operates from 13 branches.

Industry
Security

Strategic priorities
• Anywhere Workspace

Partner
onnovus AG is a VMware partner, based in Switzerland. Its portfolio covers modern workspace, security, automation and managed services.

VMware footprint
• VMware® Workspace ONE®
  • VMware Workspace ONE UEM
  • VMware Workspace ONE Assist™
  • VMware Workspace ONE Intelligence™

Motion-detecting cameras, environmental sensors and remote monitoring are helping transform the security industry. New digital touchpoints are supporting teams on the ground with the latest situational reports. DARU-WACHE, one of the leading security service providers in Switzerland, wanted to ensure its onsite teams could access real-time data. VMware Workspace ONE establishes a consistent management platform for devices, users and applications. This is driving operational efficiency and risk management for DARU-WACHE and strengthening the security of its clients.

Creating a national presence

DARU-WACHE has grown significantly in recent years to become one of the largest security service providers in Switzerland. Today, the group spans events from personal protection/security, event protection, property protection, public transport protection and parking management. Its customers include local municipalities and large corporations. "Safety and security are major concerns for any organization," says Yves Opper, CEO, DARU-WACHE. "We see a huge opportunity to expand our services and to grow our expertise in different parts of the industry."

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Yves Opper, CEO, DARU-WACHE

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Enabling a mobile workstyle

Much of the organization's recent growth has come through acquisitions. DARU-WACHE was quick to spot opportunities, particularly as smaller rivals struggled to emerge from the pressures of COVID-19. Acquisition has proved an excellent way of adding new services and moving into new market segments.

It is not without its challenges, however, as acquisition presents a logistical and operational headache. DARU-WACHE wants to onboard new companies quickly and establish group-wide processes. It must do so as the security industry races to adopt new, digital workstyles.

"Our business is becoming more and more mobile," explains Opper. "We now have 13 centers of operation and management that could be at any site on any given day. Plus, our security teams are all, naturally, onsite with our clients."

DARU-WACHE is striving to convert paper workflows to digital. It wants security teams to have up-to-the-minute access to the latest status reports, and for head office to be certain of the whereabouts of employees and assets.

"Documentation is digital, location tracking is standard, but we need these workflows to be secure," says Opper. "We must be certain what devices and applications are being accessed."

As employees need to become more mobile, DARU-WACHE wants a consistent platform from which to manage devices and applications. It wants to be quicker to provision new devices and stronger in how it controls access to different applications.

Establishing a consistent workspace management platform

VMware Workspace ONE establishes a consistent management platform for the organization's Android and Windows devices. The implementation was designed and delivered by onnovus AG, a local VMware partner.

"DARU-WACHE has a very accomplished IT team. This is not an outsourced service arrangement. Workspace ONE provides the means for DARU-WACHE to manage everything themselves," says Arian Zuta, founder and CEO of onnovus AG. "Our role was to tailor Workspace ONE to their needs."

The key implementation challenge was to configure the appropriate settings for different users and devices. The DARU-WACHE management team has different requirements to onsite security teams; there is a mix of the latest smartphones and rugged devices; and there are company-issued devices and employee-owned devices. Devices need to connect automatically to available DARU-WACHE Wi-Fi, but mobile data cannot be switched off.

"onnovus AG has proved to be a very engaged partner," says Opper. "We have a good exchange of ideas and onnovus AG found a suitable solution."

Protecting data and powering growth

The adoption of VMware Workspace ONE has transformed mobile workstyles for DARU-WACHE. The growing company is now able to manage a range of user, application and device needs. Managers have secure access to corporate email via their own smartphone; security patrols can log incidents on corporate-owned, rugged devices.

The engagement with VMware and onnovus AG strengthens the security of devices, users and corporate data, and accelerates the adoption of new applications.

The use of VMware Workspace ONE Intelligent Hub streamlines the onboarding of new user profiles, and keeps the diverse range of devices and applications up to date.

"Previously, even a simple installation would take ages," says Opper. "We needed someone to physically configure every device—the risk was that by needing to move quickly, some users were heading out with the 'wrong' device.

"Today, everything is monitored and managed from a single point."

In the event of an issue, the IT support team has visibility of device usage. The plan is to use VMware Workspace ONE Assist to better support remote workers and minimize device downtime. For now, the best user feedback is that there has been no user feedback as Opper explains: "Users don't care about the behind-the-scenes management. They only contact us when there is a problem. There have been no problems."

Operationally, it is far more cost effective to manage devices. It means DARU-WACHE is quicker to provision secure, user-appropriate devices. There is now a consistent management layer from which every device is monitored. Workspace ONE generates usage reports and enables the company to track license costs.

"We can see if a device is no longer being used and either deactivate or reallocate it," says Opper. "Also, importantly, if a device is lost, we can delete data from the device immediately."

DARU-WACHE holds the highly prized ISO27001 certification, the world's best-known standard for information security management systems. Demonstrating that the business has firm control over its devices and data is key to reducing corporate risk and protecting reputation.

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Creating a universal approach to device management

The future is likely to involve further acquisitions. The business wants to fill any gaps in its service line-up, and its experience of onboarding recent acquisitions gives DARU-WACHE confidence it can continue to thrive. Workspace ONE establishes a platform on which to absorb new companies and new users. It gives DARU-WACHE the scale to grow, with a universal approach to device management.

"Mobile working is everything," says Opper. "We want employees to be able to be productive, send emails, host Zoom meetings and report from client sites, all through a secure device. Workspace ONE is a platform for growth."