



# **Business Transformation for the Next Mobile Economy**

Customer Case Studies

First Edition

**"The Next Mobile Economy  
will transform our businesses,  
and push us to reimagine  
how we work... in this new  
era, it is as simple as disrupt,  
or be disrupted."**

- DJ Koh, President of Mobile Communications Business  
at Samsung Electronics

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## FOREWORD

Doing business today, is more challenging than ever. Business and technology is changing at a pace never seen before. Mobile, AR, AI, VR, IoT, Cloud and 5G are changing what is possible in both business and our personal lives. And the workforce and workplace has changed. The rise of mobile workers, the growing demand to create custom mobile solutions, the need for businesses to be more collaborative and the need for better security.

This new era represents a huge opportunity, but also huge disruption for businesses – It is predicted that 75%<sup>[1]</sup> of the current S&P 500 will be replaced by 2027. This change of business environment is what we call “The Next Mobile Economy”. And for business this means disrupt or be disrupted.

So how do you compete in this new environment? How do you not just meet the challenge but use this shift to change your business for the better? The future is ‘open’ – ‘open systems’ and a more open approach to business will prevail in the Next Mobile Economy. ‘Closed systems’ are too rigid, slow to incorporate new technologies and connect to IoT.

The four pillars of the Next Mobile Economy are:

- **Open Collaboration:** Partnering with businesses, suppliers and developers to create the best business solutions.
- **Open Customization:** Mobile solutions across hardware and software that can be tailored to meet specific business needs.
- **Open yet Controlled:** Allowing employees to work in a flexible manner, whilst balance the need for companies to maintain control of devices.
- **Open yet Secure:** Enabling companies embrace the speed of today’s global economy whilst maintaining a grip on confidential data.

In this guide we share of some of our customers’ successes and best practice stories for the Next Mobile Economy. It highlights business and organizations that are pushing the limits and increasing creativity with technology to uncover unique and beneficial solutions. All businesses face challenges, but the solutions discovered define their success.

**Carmel Coscia**

Vice President B2B Marketing, Demand Generation + Enablement  
Samsung Electronics America



THOMSON REUTERS

# Thomson Reuters: Boosting Security for Enterprise Financial Services Clients



## Challenge

Thomson Reuters is a global provider of technology, information, data and to professionals across the financial and risk, legal, tax and accounting, and media markets. The company needed a way to boost the security of their flagship enterprise financial information and messaging app, Eikon Mobile, while still ensuring a high-quality end-user experience.

When Eikon Mobile's usage metrics began to sprout, many of Eikon's major banking enterprise clients asked for an additional layer of security to protect sensitive data and access from malicious malware and hacks. Additional constraints arising from fiduciary and regulatory compliance further diluted adoption rates. Thomson Reuters needed a security solution that would strengthen the Eikon Mobile application without constricting the fluidity of performance, which could damage end-user experience.

## Solution

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Thomson Reuters saw a steady 10-15 percent annualized growth rate in users.

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Samsung collaborated with the Eikon Mobile development team to create and launch a separate **Samsung Knox-enabled application** (KEA) version of the Eikon Mobile platform. Knox is a security framework that shields the application and its data in an encrypted container/sandbox that blocks access from other applications and unauthorized users without compromising functionality. The Knox sandbox helped expedite the installation, development, testing and rollout of the KEA-Eikon Mobile platform by containing all the modifications within the framework. Knox integration effectively isolates the application, communication and data in its own invisible and impenetrable container with simultaneous data-at-rest encryption and authentication — without constraining performance.

## Results

Enterprise banking clients are delighted with the added flexibility of customizable MDM solutions that comply with internal policies, and Thomson Reuters saw a steady 10-15 percent annualized growth rate in users. The success of the KEA-Eikon Mobile rollout has convinced Thomson Reuters to expand the scope of Knox integration by developing KEA versions of their flagship legal and accounting applications. By forging a cost-effective and invisible extra layer of security without impacting end-user experience, enterprise FSI clients have engaged the Eikon development team for future task-specific apps. Thomson Reuters has adopted the **Samsung Knox** framework as an integral piece of the foundation for future product offerings.



#### **About Thomson Reuters**

Thomson Reuters provides technology, data, news and information to financial services clients, has around 45,000 employees and operates in over 100 countries. The Financial and Risk Management division's flagship product, Eikon, is a subscription-based platform delivering timely and exclusive financial news, research, global financial markets data, customizable tools and real-time analytics to hundreds of thousands of financial services professionals worldwide.

**The early success of Knox integration has helped revitalize Thomson Reuters' innovation process by restoring confidence and facilitating collaboration with major enterprise clients.**

Read more about [Samsung Knox solutions](#) and services.  
Get more insights on mobile [security](#) and [finance](#).



## Buffalo Wings & Rings: Improving Customer Service, Reducing Wait Times and Speeding-up Turnover





## Challenge

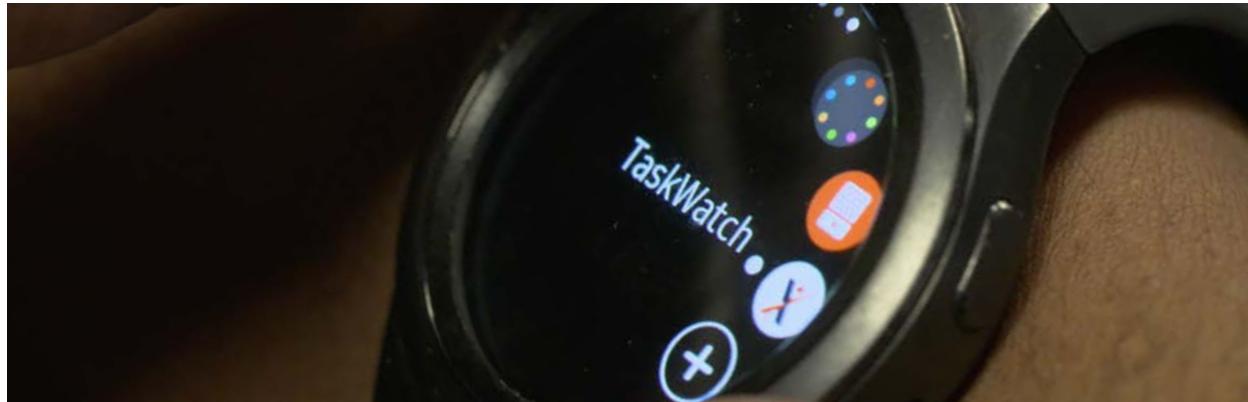
Timely delivery of food and attentive wait staff are two hallmarks of excellent customer service in restaurants. Buffalo Wings & Rings Restaurant, a full-service restaurant in Mason, Ohio, had been using a POS system to track how long it takes for an order to go from the POS to the dinner table, but the restaurant lacked visibility into the timing and performance of tasks on the dining floor.

At Buffalo Wings & Rings Restaurant, speed is an essential part of its customer experience. Servers are expected to greet diners within 45 seconds of being seated at their table, and managers are required to greet guests roughly three minutes after the food is delivered. While management knew how much time passed between the receipt of food orders and delivery to the wait staff, they weren't sure of how quickly the wait staff met customer service expectations. Buffalo Wings & Rings sought a means to better track and analyze customer satisfaction and ensure those benchmarks were being met.

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The reminders on the watches lowered the table turnover time from 67 to 62 minutes

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## Solution

Buffalo Wings & Rings Restaurant deployed a **Samsung smartwatch solution** powered by the Hipaax TaskWatch platform to its servers and managers at the start of every shift. TaskWatch, a zero-code custom smartwatch platform on the cloud, sends notifications to users' smartwatches when certain tasks need to be performed. The watches ensured that waiters greeted guests within 45 seconds of being seated and alerted them to refill drinks and offer upsells. The smartwatch and TaskWatch solution also reminded managers to visit each table within five minutes after food was served.

The workflow was controlled by the host, who would log into the tablet each time they seated a table. From there, the appropriate server received a notification that one of their tables had been seated, and an automatic time-delayed series of tasks were then pushed to them.

## Results

Deployment of the smartwatches significantly boosted staff efficiency and overall restaurant service. The reminders on the watches lowered table turnover time from 67 minutes to 62 minutes, which helped the restaurant serve nearly an additional 10 tables for every 150 tables seated. In addition, waitstaff reported greater tips due to improved customer service and faster table turn time.

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Increased table turnover seated an extra 10 tables per day

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The smartwatches provide a “framework” that allows managers to focus more on the overall customer experience without having to spend their time constantly reminding wait staff to perform tasks. When the pilot was initiated, the watches sent the servers back to the table every 12 minutes. They eventually started sending the servers back every eight minutes and found that more tasks, and issues, were being addressed sooner.

The watches have not only boosted service and revenues, but also made the restaurant’s workflow more effective and efficient. By assuring tasks are completed in a timely fashion and waitstaff are involved in all steps of the service process, the technology has the potential to be a game-changer for the food service industry.





### **About Buffalo Wings & Rings**

With 59 domestic and international locations, Buffalo Wings & Rings opened their first restaurant in 1984 in Cincinnati, Ohio. With 50+ TVs, brightly colored dining rooms and chef-inspired recipes, they are focused on providing the ultimate sports dining experience for the whole family.

They franchised in 2005, and expanded their international growth by opening a location in Dubai in 2014. They are still rapidly growing, and in 2016, they were recognized by Franchise Business Review as one of the top 40 Food Franchises.

Get more insights on [wearables](#) and [hospitality](#).



# Cincinnati Airport Enhances the Customer Experience With Wearable Alerts Solution





## Challenge

The Cincinnati/Northern Kentucky International Airport (CVG) sees around 160 passenger flights per day from commercial airlines and approximately 6.7 million passengers annually. Recent airline announcements are contributing to sizeable increases in commercial passenger traffic and intensifying the use of its facilities. CVG expects to see the number of passengers increase by as much as 25 percent in a short period of time. To ensure the customer experience remains positive, CVG needed a solution to gain real-time insight into airport passenger flow patterns, especially for its restroom facilities in non-ticketed, public areas such as the baggage claim and arrival terminals. The desired solution would support housekeeping staff efforts to stay ahead of cleanliness targets and improve the overall customer experience.

## Solution

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Number of passengers could increase by 25%.

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Working with **Samsung** and Hipaax, an enterprise platform for task management on **smartwatches** and mobile devices, CVG implemented sensors in four baggage claim and arrival area restrooms. They then coupled these sensors with the use of Hipaax' task management software running on smartwatches with an enterprise mobility management (EMM) solution to allow IT to remotely manage the devices and set appropriate use policies. When restroom usage numbers reach 150, the smartwatches alert housekeeping staff that it is time to inspect and attend to them. The solution leverages the industry's first EMM to support smartwatches, and allows CVG to arm frontline personnel with immediate customer restroom usage and quality perceptions while making it easy for IT to manage the smartwatches on the backend.

## Results

CVG gained real-time insight into facility usage based on the data generated from the staff's smartwatches — improving the cleanliness of the airport facilities and the overall customer experience. For example, CVG discovered that there were 4,000 restroom users per day across the four restrooms that were piloted, and that the busiest terminal was the men's arrival terminal. Now, CVG tracks how long it takes to clean restrooms and is considering using this data to motivate staff's performance through gamification techniques.

In addition, the Taskwatch platform allows for easy device management and the ability for housekeeping staff to adjust to changes in real-time. Other applications CVG foresees in the future for smartwatches include airport security, work-order tracking, maintenance callouts and preventative maintenance.



### About Cincinnati Airport

With its first commercial airline flight taking off in 1947, Cincinnati Airport (CVG) is the busiest airport in Kentucky and the greater Cincinnati area. Throughout its history, CVG has seen an ebb and flow of passenger traffic. The recession beginning in 2008 led to a nationwide decline in airline traffic, but CVG is once again growing, with bustling traffic and a non-stop flow of passengers. It has seen significant expansion and diversification on its list of passenger airlines, is becoming the fastest-growing cargo airport in North America, and has recently announced it will be the first hub for Amazon Prime Air. By 2020, CVG predicts it will serve 9 million passengers annually.

CVG recently secured top awards after being voted the World's Best Airport Serving 5 – 10 Million Passengers and the Best Regional Airport in North America for the sixth time by air travelers in the World Airport Awards. The World Airport Awards are the most prestigious accolades for the airport industry, voted by customers in the largest, annual global airport customer satisfaction survey. The Skytrax World Airport Survey is widely regarded as the quality benchmark for the world airport industry, assessing customer service and facilities across 550 airports. The survey and awards are independent of any airport control or input and are therefore an impartial benchmark of airport excellence and quality.

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**“It gives you a tremendous wealth of information, right at your fingertips, that we didn’t have in the past”**

– Brian Cobb,  
Vice President  
of Customer  
Services at CVG

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Discover more about how Cincinnati Airport enhanced the customer experience with a wearable alerts solution [here](#).

Get more insights on [wearables](#) and [passenger experience](#).



## Inova Mount Vernon Hospital Puts Emergency Room Patients at Ease With Virtual Reality



## Challenge

Like in most hospitals, physicians at Inova Mount Vernon Hospital, a nationally recognized community hospital in Alexandria, Virginia, are always looking for non-pharmacological ways to reduce the anxiety and pain their patients are facing. When strategy and growth officer, Thomas Pianta, read about the use of virtual reality in healthcare for anxiety and pain management, he decided to make this solution available in the newly overhauled emergency department — one of the most challenging areas of any hospital for innovation

## Solution

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However you look at it, VR is a fairly low-risk intervention with a potentially really high positive yield.

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Inova Mount Vernon Hospital now uses AppliedVR kits in two emergency departments, which are locked down using the **Samsung Knox Custom Configurator** so they only run the AppliedVR solution. Each kit includes a **Samsung Gear VR** powered by Oculus headset, headphones and a Samsung Galaxy smartphone loaded with the AppliedVR platform — which includes an extensive library of guided meditations, 360-degree tours of beautiful locations and immersive games meant to distract patients during and after medical procedures.

When a patient comes into the emergency department who might be a good candidate for the solution, the staff introduces the technology, selects the appropriate content on the smartphone and puts the headset and headphones on the patient.

## Results

Inova Mount Vernon Hospital has only had the AppliedVR solution in place for a short period of time but is already seeing its potential. Key benefits the hospital has seen as a result of implementing the AppliedVR kits include Improved pain management, an enhanced patient experience, reduced costs and a stronger competitive differentiation in the marketplace.

Inova Mount Vernon Hospital is just ramping up, but nearly 50 hospitals nationwide are using the AppliedVR platform to better manage pain and anxiety and improve the patient experience.





### **About Inova Mount Vernon Hospital**

Inova Mount Vernon Hospital is a 237-bed community hospital in Alexandria, Virginia. Situated on 26 acres of beautifully landscaped open space, Inova Mount Vernon offers patients a serene environment and top-notch care from nearly 10,000 highly-trained healthcare professionals. In 2016, the hospital opened the Veatch Family Emergency Department, a state-of-the-art facility with 35 all-private treatment rooms, new “fast track” rooms for less serious injuries, new cardiac emergency rooms and a specialized pediatric treatment area. Among its many accolades, the hospital has earned a Joint Commission Gold Seal of Approval™ for stroke care and the “Guardian of Excellence” award for patient satisfaction.

Discover more about how Inova Mount Vernon puts emergency room patients at ease with virtual reality [here](#).

Get more insights on [virtual reality](#) and [healthcare](#).



## Bethany Life Sees Reportable Events Drop with Behavior Management Long-Term Care Technology



## Challenge

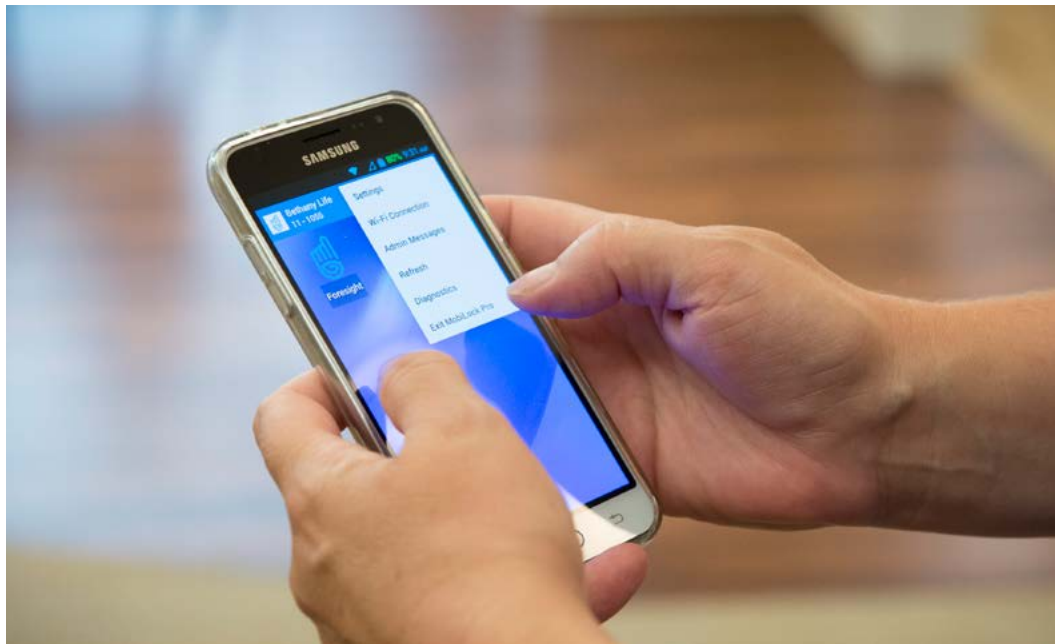
Bethany Life is a 100-year-old care community nestled in Story City, Iowa, that proudly provides comprehensive life and residential services for seniors that range from an all-inclusive nursing home to at-home wellness and dementia care. They were facing the three-pronged problem of: A lack of insight into their dementia and Alzheimer's patients' behavioral health status; increased scrutiny from state and federal entities; and staff navigating a heavily paper-based documentation process. As a result, their staff was in need of a technology solution that would allow them to record and access information in real-time, thus improving their decision-making and increasing the overall quality of life for their patients.

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We were in need of something more accessible.

Something where we didn't have to run to our computers to document our work.

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## Solution

The long-term care facility quickly implemented behavioral health technology innovator VisibleHand's app-based solution, Foresight, in one of their dementia houses. The behavior monitoring technology platform allows simple, real-time documentation of patient behavior via the durable unlocked **Samsung Galaxy J3** mobile device. An uncomplicated, icon-based solution, its interface facilitates easy use for users of all ages, at all levels, allowing caregivers to access individualized care information for each resident, including strategies to address their specific behavioral needs. After a brief ramp-up, Bethany Life trained their entire staff on the platform, supporting a seamless shift to the new system for their patients.



## Results

Bethany Life now sees more patients being charted, due to the ease of use and fast (as low as 5 minutes) training time required to get users up and running on Foresight. One of the most marked results has been in the flow of clinical information. While previously, clinical information was concentrated in the nursing specialties, Foresight empowers managers to put clinical information into non-clinician hands to help provide a higher quality of life for their residents.

For management, reporting on antipsychotic use has become much more efficient. While prior reporting and reaction relied on government data that could be months old by the time they received it, now they work with real-time data, which is much more relevant and impactful

On the patient side, the community is also incredibly proud that they have had zero behavior-related reports the Iowa Department of Inspections and Appeals since working with Foresight, and are freed up to focus more on the prevention of behavior and uncomfortable events.

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**“It’s almost like predictive modeling ...if we can intervene before it gets there, it increases resident and family satisfaction since their needs are being met.”**

– Kari Matheason,  
Chief Operating  
Officer,  
Bethany Life

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### **About Bethany Life**

Bethany Life sits as a jewel of older adult care in central Iowa. The century-old retirement community serves its residents on a 180-bed campus, supported by its 318 employees. Those beds are divided into 10 “houses” that are spread across the community’s Main Street, which features a library, pub and bistro. Most importantly, it includes 50 beds for residents with progressed dementia or Alzheimer’s disease.

Three of their “houses” are licensed as CCDI (Chronic Confusion Dementing Illness)-locked dementia houses. Bethany Life maintains a nurse practitioner on-site full time, and also partners with a geropsychologist to provide their residents with monthly visits and consults as needed.

The most striking feature of Bethany Life is their “household model” — an approach to elder care that celebrates individual differences and provides a warm, comfortable, home-like environment, all supported by cross-trained staff including CNAs, RNs, LPNs and neighborhood coordinators who help “create life” for their residents.

Discover more about how Bethany Life reduced reportable events with behavior management long-term care technology [here](#).

Get more insights on [wearables](#) and [healthcare](#).



## **Metro Vancouver Transit Police: Digital Notebook Solution Enables Better Record Keeping in Less Time**



**Challenge** Using traditional paper notebooks and pens for data collection and information sharing was presenting a number of challenges for the Metro Vancouver Transit Police (MVTP), the only Transit Police Service in Canada. MVTP searched for almost eight years without success to find public safety software that could facilitate a digital solution, until they found SceneDoc. Using SceneDoc to capture evidence digitally improves an officer’s ability to gather, search and share their notebook information with much greater efficiency.

**Solution** SceneDoc, an all-in-one mobile software for data collection and retrieval, combined with **Samsung smartphones**, gives MVTP officers the ability to take digital notes and save them on the cloud.

The solution saves one hour per officer per day by reducing paperwork time.

As soon as a call is dispatched over the radio, the details are available in a SceneDoc file that dispatch creates. From here, officers can add in additional notes and details from their mobile devices. Officers can record information via speech to text, stylus, typing or camera to collect witness accounts, photos and videos of policing incidents, and store them for easy search retrieval. This information is then available in real time to their commanders.

**Results** In an ongoing pilot study, using Samsung mobile devices and the SceneDoc solution, the MVTP estimates they have reduced paperwork time by an hour each day per officer by automating their data collection process and improving information sharing with other departments.

It also enables their commanders to make better policing decisions with real-time access to critical information like scene conditions, location of officers and situational updates, such as streaming of on-scene video clips and images.

The solution also enhances safety as Officers can hit the “Check In” button in SceneDoc which captures the date, time and their location.

Additionally, the Samsung smartphones come equipped with **Knox Workspace**, which creates a separate container for corporate apps, giving the department peace of mind that important case data is kept separate from their personal information.





### About Metro Vancouver Transit Police

The Metro Vancouver Transit Police (MVTP) has an authorized strength of 175 sworn officers. Front-line officers patrol 83 miles of rail, 57 stations, 1,400 buses and 200 bus routes. The MVTP works collaboratively with many jurisdictional police agencies to provide seamless policing across many communities.

**“Being able to look at my phone and use facial recognition gives me instant access without having to remove gloves or type in a PIN.”**

— CJ Kyle, inspector, administrative services at the Metro Vancouver Transit Police

Discover more about how Metro Vancouver Transit Police uses a digital notebook solution to Keep Better Records in Less Time [here](#).

Get more insights on [Smartphones](#) and [Public Safety](#).





## Ascension: Reduced Readmission Rates and Decreases Costs with Telemonitoring



## Challenge

Ascension at Home Wisconsin, a network of agencies that support patients' transition from acute care facilities to their homes, is determined to provide the best care possible. The market for telemonitoring and home health services is growing quickly as hospitals seek to improve the patient experience and decrease readmission rates. However, meeting this growing demand means agencies like Ascension at Home must serve more patients despite an industry-wide talent shortage, beef up educational resources and proactively intervene before patients are readmitted to the hospital. In the past, patients either overwhelmed staff with questions and requests for unscheduled visits, or they didn't communicate enough and let their health deteriorate between weekly nurse visits. To improve patient care, Ascension at Home needed a robust remote care solution.

They like knowing that if they have a question or if something is wrong, they can hit a button and talk to a nurse



## Solution

Ascension at Home chose a solution that uses Vivify Health's remote care management platform, and includes **Samsung Galaxy tablets** and clinical monitoring services from Evolution Health.

High-risk patients who qualify for the new solution — about 10 percent of patients — receive a Vivify kit, which includes a Galaxy tablet loaded with Vivify software, **Samsung Knox** security and Bluetooth biometric devices such as a weight scale, blood pressure cuff and oximeter. Patients use these devices each day to capture and transmit key health data through Vivify's Care Team portal to the Medical Command Center (MCC) at Evolution Health. Patients also complete daily questionnaires about how they're feeling.

When problems arise, Evolution contacts the patient and loops in the Ascension team. This enables Ascension at Home to provide better care to more patients, without taxing the field staff, and to ensure troubling symptoms are quickly addressed to improve patient outcomes.

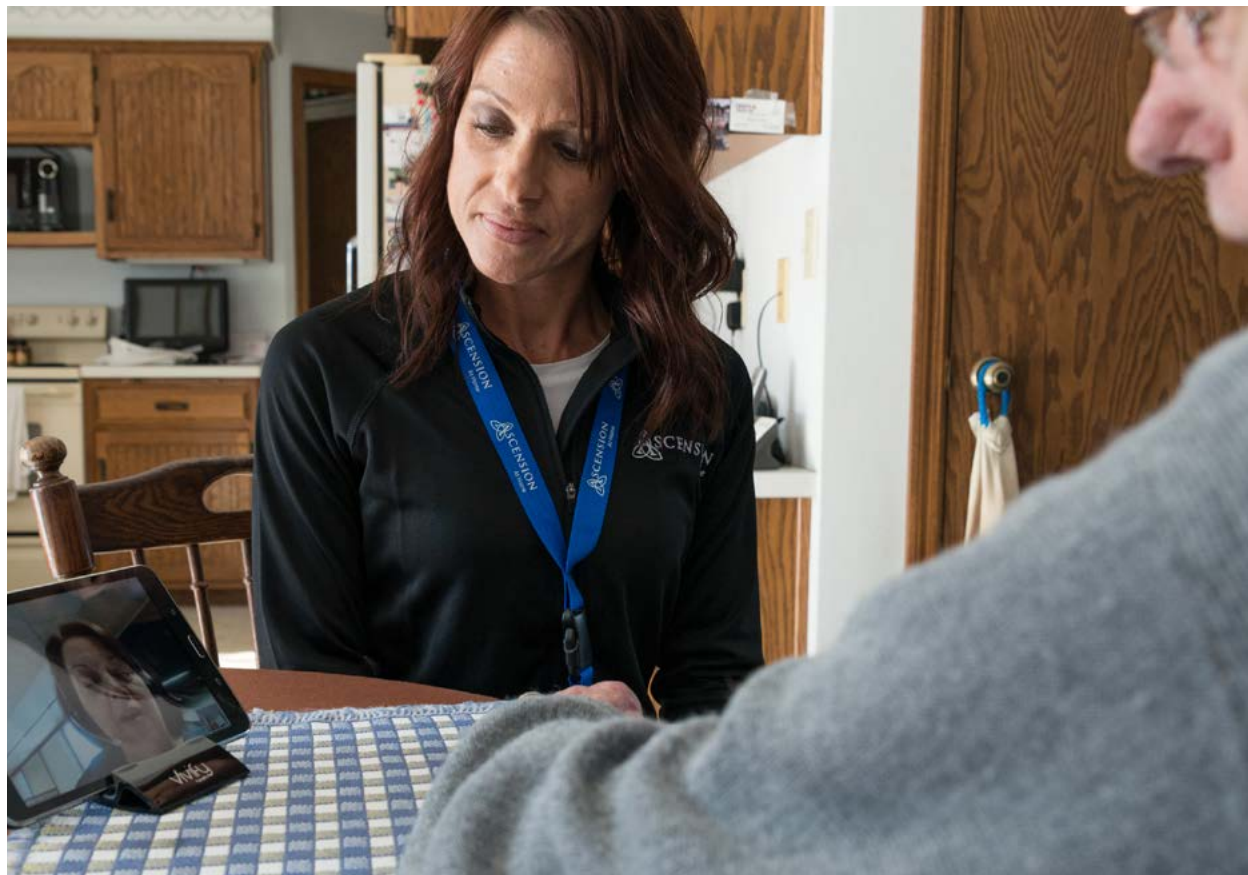
## Results

Ascension at Home has used its telemonitoring program to improve patient care, education and engagement — and thus deliver better health outcomes for patients and referring healthcare organizations.

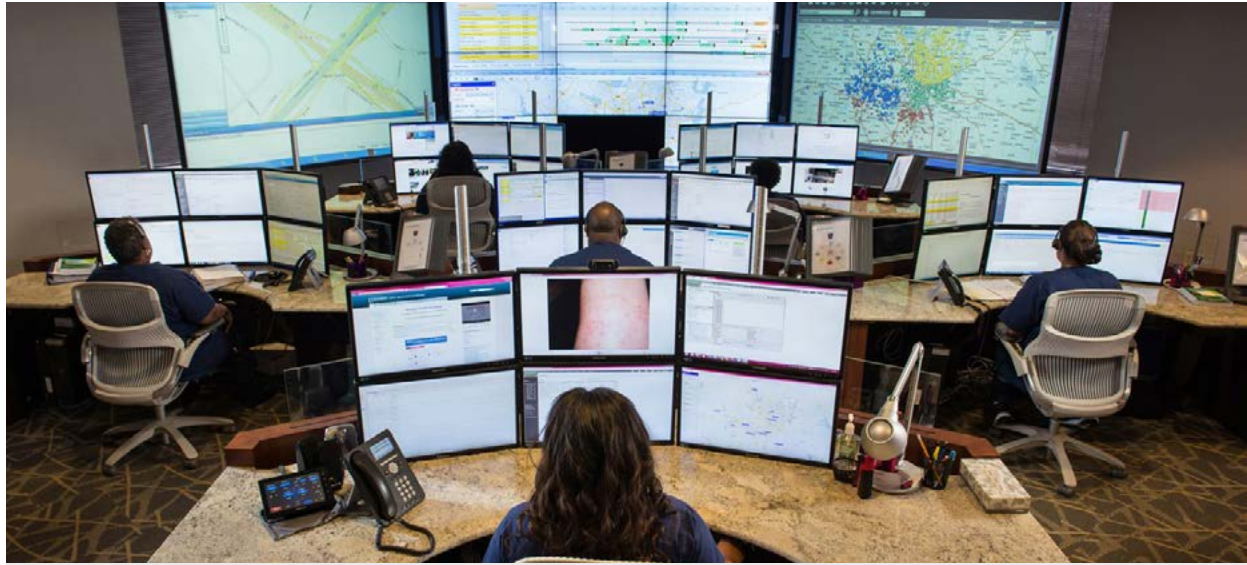
With the solution now integrated into field nurses' workflows, they can deliver top-notch care more efficiently. For example, in one month, Ascension at Home's 113 high-risk telemonitoring patients generated 7,200 biometric and subjective alerts. Evolution managed 81% of these alerts and narrowed down the number of patients requiring escalation to 19%.

Readmission rates for patients are now at 8 percent, about a third of the national average.

Able to serve more patients with fewer dedicated resources Ascension at Home has grown the business by 300 customers in one year, created new lines of business and earned a reputation as a top home health provider.







### About Ascension

Ascension at Home Wisconsin is a network of four home health agencies that support patients as they transition from hospitals back to their homes. It's part of the larger Ascension at Home network and a direct subsidiary of Ascension — the largest nonprofit health system in the U.S.

A four-star-rated agency, Ascension at Home Wisconsin serves approximately 1,150 patients each year, from all over the state. Along with providing in-home care services for patients discharged from Ascension hospitals, the organization also offers a remote care program for insurance payers.

**“With telemonitoring, we can spot the negative trend in a couple days, rather than waiting until the next nurse visit.”**

— Nathan Agen, Ascension at Home’s director of clinical services

Discover more about how Ascension reduced readmission rates and decreased costs with telemonitoring [here](#).

For more insights on [Tablets](#) and [Healthcare](#).



## **Samsung Galaxy S Smartphones and Librestream Onsight App Enhance Field Service Efficiency.**



**Challenge** Diebold, a leading provider of self-service innovation, security and services to financial, commercial, retail and other markets, needed a mobile solution to increase efficiency and collaboration within its field services operations. As its team of field technicians grew, Diebold found a need to accelerate the training process for newer team members who lacked the deep technical knowledge to make complex repairs. Diebold wanted a mobile collaboration platform to enable newer technicians to benefit from the expertise of experienced senior team members and receive training in real time.

**Solution** Diebold chose to use **Samsung Galaxy S smartphones** enabled by Librestream Technologies’ Onsight video collaboration tool on Verizon’s leading 4G LTE wireless network to give field service teams the ability to connect with experienced technicians.

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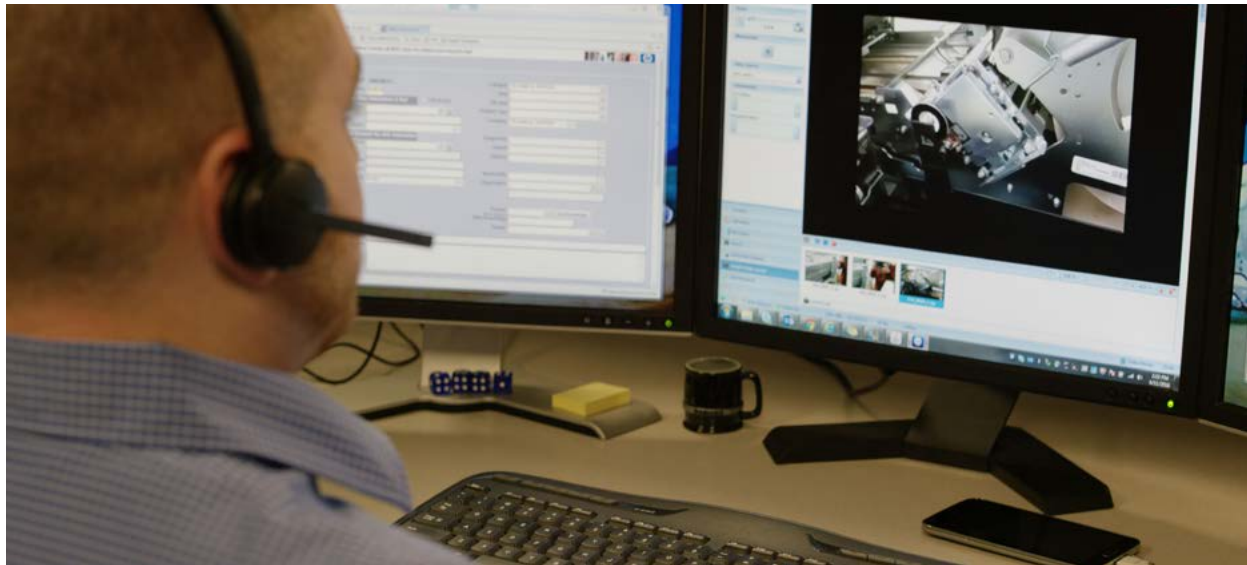
Delivered an ROI of approximately 250% in the first year

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The solution works in limited bandwidth areas, such as when field technicians must operate in areas that may be subterranean or have limited cell phone coverage.

Remote experts not only see live feeds, but can control a technician’s camera to get the data they need to fix ATM issues quickly, while also training and mentoring newer technicians and working toward building a searchable knowledge base available to the entire organization.

**Results** The deployment of Galaxy S smartphones with the Librestream Onsight application has significantly boosted the efficiency of newer technicians in the field, and reduced the need to pair less-experienced field service team members with more senior mentors. The video collaboration solution reduced in-field mentoring by 33 percent and delivered an ROI of approximately 250 percent in the first year. In addition, the solution reduced service resolution times and held first-time fix rates steady for service visits in spite of the training that was occurring simultaneously.



### About Diebold

Diebold, Incorporated is a multibillion dollar U.S. public company with 15,000 employees around the world. Diebold manufactures and services ATMs and other self-service systems, as well as vaults and other security products. The company was established in 1859 in Ohio, where it remains headquartered today.

Throughout the years, the company has diversified and expanded from its original business of providing safes into newer areas, including ATMs. Diebold has become the largest U.S. manufacturer of ATMs after branching into the ATM business in the 1970s. Diebold constantly seeks to deliver new solutions that improve customer outcomes, powered by its extensive service organization focused on providing efficient resolution of customer issues. That focus has paid off, with 70 percent of the company's revenue now coming from its service division.

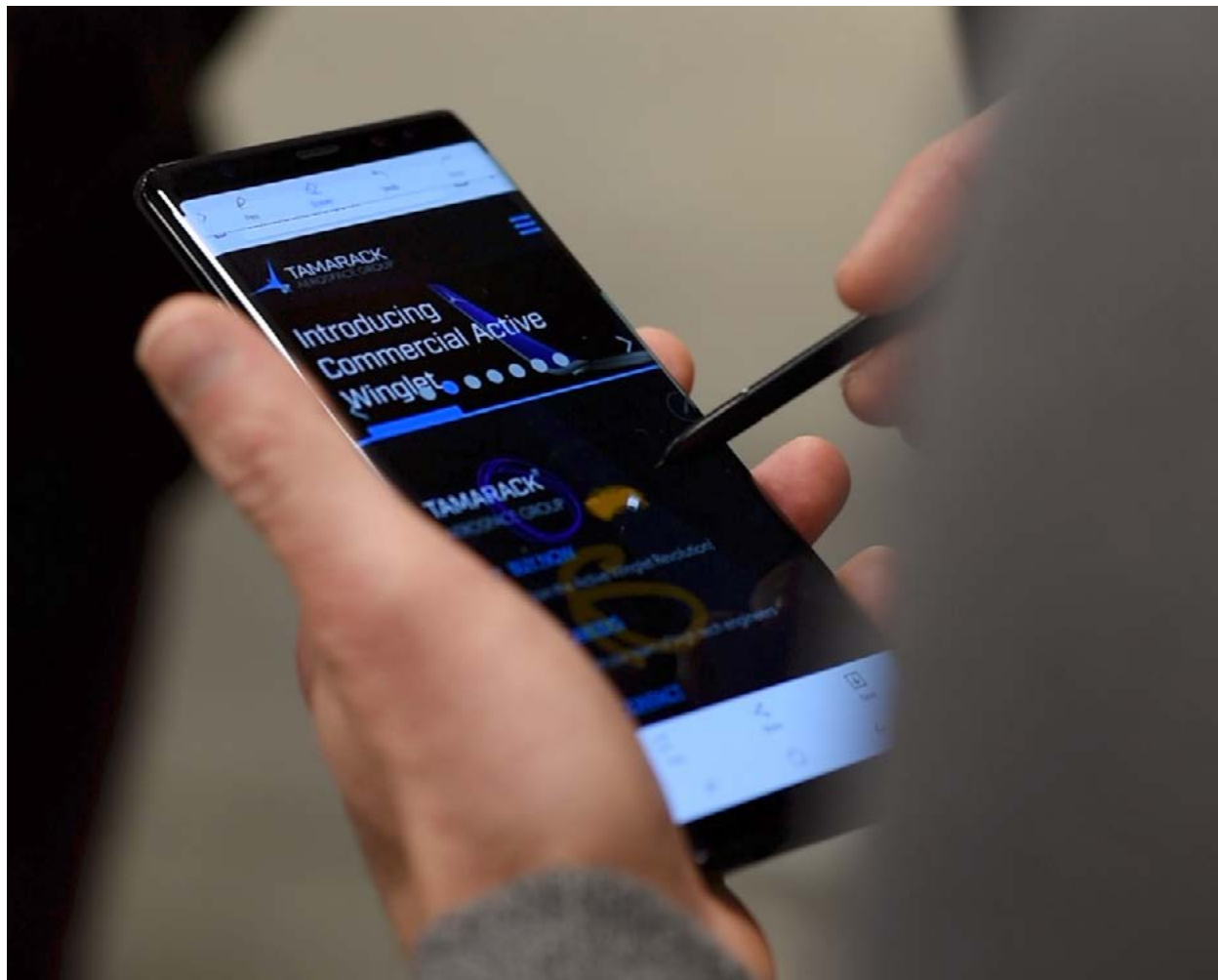
**“We experienced strong results from the use of live video from the field during our initial deployment. . . The impact has been enormous.”**

— Steven Wagner, U.S. Support Manager, Diebold

Get more insights on [Tablets](#) and [Healthcare](#).



## Tamarack's Business Productivity Flies Higher with a Mobile Cloud-Based Solution.





## Challenge

With one-fifth of its employees frequently traveling to serve customers all over the world, Tamarack Aerospace Group, a company that designs winglets and other aircraft efficiency technology, was looking for a solution that would allow their employees to work from any device, including only a mobile phone, wherever they were. As a small company with only 25 employees and one IT manager, they needed a solution that wouldn't require too many resources to implement and manage.

## Solution

The S Pen delivers  
4x the productivity  
over signing forms  
on the desktop

Through a unique partnership with Samsung, Ingram Micro, Amazon and RedNight, Tamarack piloted a comprehensive mobile cloud-based solution. First, Tamarack used Smart Switch to transfer data from their existing devices to the Samsung Galaxy Note8 devices equipped with the S Pen. RedNight then installed Amazon Web Services (AWS) so participating employees access their desktop environment from anywhere, on any device. They were also able to use the Samsung DeX docking station, so they could leave their laptops behind and travel with only their mobile device as a computer.

## Results

Tamarack employees, especially those switching from iOS devices to the Galaxy Note8, were able to do more work tasks on their devices. Founder and CEO Nicholas Guida noted he was four times more productive signing a large batch of documents, versus having to sign on his desktop. Employee productivity also increased, with the ability for employees to access their desktop environment from any device at any location. In addition, having AWS allowed the IT manager to quickly and remotely access and fix any device issues, without needing physical access. In the past, resolving issues required physical access to the device.



### About Tamarack Aerospace Group

Founded in 2010, Tamarack Aerospace Group is a small, innovative company that designs aircraft efficiency technology for business, commercial and military aircraft. Tamarack is best known for its revolutionary Active Winglets, which make aircrafts more cost-effective and safer to operate by providing three to four times the efficiency performance of traditional passive winglets. The technology also reduces fuel requirements, saving costs and lowering greenhouse gas emissions.

Located in Sandpoint, Idaho, the company runs a lean operation with approximately 25 employees. Recently, Tamarack was awarded the Aviation Week 2018 Laureate Award for Business Aviation Technology

**“Tamarack now has a containerized environment, where their data can’t leak or escape. This is important because they are working on a lot of innovative technology.”**

— Chris Ploessel, President of RedNight

Get more insights on [Tablets](#) and [Healthcare](#).

# About Samsung

As a global leader in enterprise mobility and information technology, Samsung provides products and services that help enterprises realize the benefits of business transformation. Samsung provides a diverse portfolio of enterprise technologies from smartphones to wearable tablets, digital displays, hospitality TVs, smart signage and Networking & Voice.

Our diverse portfolio of business solutions are designed to boost employee productivity, improve customer engagement and simplify IT management and security.

Samsung's B2B solutions are tailored for a broad range of industries including government & public sector, education, healthcare, hospitality, retail, transportation, and financial services.

Everything we do at Samsung is driven by an unyielding passion for excellence. Our hardware, software and services are designed to transform how customers connect, share and collaborate securely, in a highly mobile world.

To find out more please visit: [samsung.com/us/business](https://samsung.com/us/business)  
To keep up to date with the latest insights for your business at:  
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**SAMSUNG**