

Knox for Industrie 4.0

Mobile security by Evonik



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Industry 4.0 often goes hand in hand with mobile working, and both have one thing in common: they are impossible without effective protection. Evonik is well aware of this fact, which is why the specialty chemicals company has opted for Samsung devices to expand its range of mobile solutions. The mobile security platform Samsung Knox is a key element of this architecture.

Evonik is one of the world's leading specialty chemical companies, making paint that doesn't drip, tires that reduce fuel consumption, and deodorants that won't leave a stain on your favorite blouse. Evonik's specialty chemicals pop up in every area of life. A product portfolio of this depth and breadth calls for a hugely diverse range of processes, applications, and workflows — more and more of which involve the use of mobile devices. When Evonik went out in search of a suitable provider three years ago, the company knew that it wanted mobile devices with an open software platform. After analyzing the market, Android came out on top. Many manufacturers offer this operating system, but they don't offer sophisticated security concepts to go with it. Samsung bucks this trend — and that's what swung Evonik's final decision. The specialty chemicals company was won over by the Samsung Knox security platform.

Knox: The Decisive Criteria

"We wouldn't have opted for Samsung if it weren't for Knox," says Jochen Dragesser, Service Owner Mobility at Evonik Industries AG. And it's easy to see why. The main feature of Knox that impressed Evonik so much was the concept of "built-in security", or in other words directly anchoring security features in the devices themselves. The Samsung Knox platform is integrated into smart-

phones, tablets, and wearables while they are being manufactured. The mobile security platform is made up of defense and security mechanisms that build on each other and that offer protection against intruders, malware, and other malicious threats. Dragesser explains, "We wanted our employees to have mobile working options and access to all the data they need through their devices — but at the same time, we needed to know that the system could meet all the security standards that apply to handling sensitive company data. Knox fits the bill exactly. The platform guarantees a high level of protection and application availability. And we didn't have to redevelop everything ourselves to make it suitable for mobile use, yet we still managed to achieve the flexibility we need." This ease of use can be attributed to the 1500+ APIs which allow developers to manage their own apps via the Knox platform.

These are essential because mobile solutions have long moved on from simply "checking your emails while you're out and about." Evonik is a long way down the road towards Industry 4.0. The

Highlights

- Evonik Industries AG has placed its trust in Samsung smartphones and tablets with the integrated Knox security platform.
- Samsung Knox provides protection against intruders, malware, and other threats.
- By facilitating work processes and helping employees perform administrative tasks, the mobile solution forms an integral part of Evonik's digitalization strategy.



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mandatory documentation that Evonik needs to produce for certain logistics processes is a good example. In the past, employees recorded everything on paper and took photos separately using a digital camera. The written information then had to be digitalized separately. Nowadays, employees simply complete their reports straight on a tablet they carry around with them, using it to take photos of the inventory and store them in a database too. As well as making work processes and administrative tasks easier, this makes the data available to any employee with the relevant authorization — in real time, wherever they happen to be. This is why Evonik provides its employees with Samsung tablets in addition to Samsung smartphones. Employees are currently using the Galaxy Tab S4. “It wasn’t just the price/performance ratio which impressed us, but the varied and scalable range of devices too. Scalability was one of the key criteria when we were deciding on our strategy,” says Dragesser.

A Smooth Transition

On a personal level, Dragesser was just as impressed by the ease of transitioning to the mobile devices as by their security and scalability: “We didn’t bother with any kind of migration project. The whole process basically took care of itself. We could just sit back and watch. Yet the number of mobile devices has magically doubled over the past three years. It’s been a resounding success.” Another key factor in this success were Samsung Knox applications such as Knox Mobile Enrollment. This service allows IT administrators to connect thousands of compatible devices to the network and to the company’s IT infrastructure at the same time, without having to register each device individually. Once the compatible device is

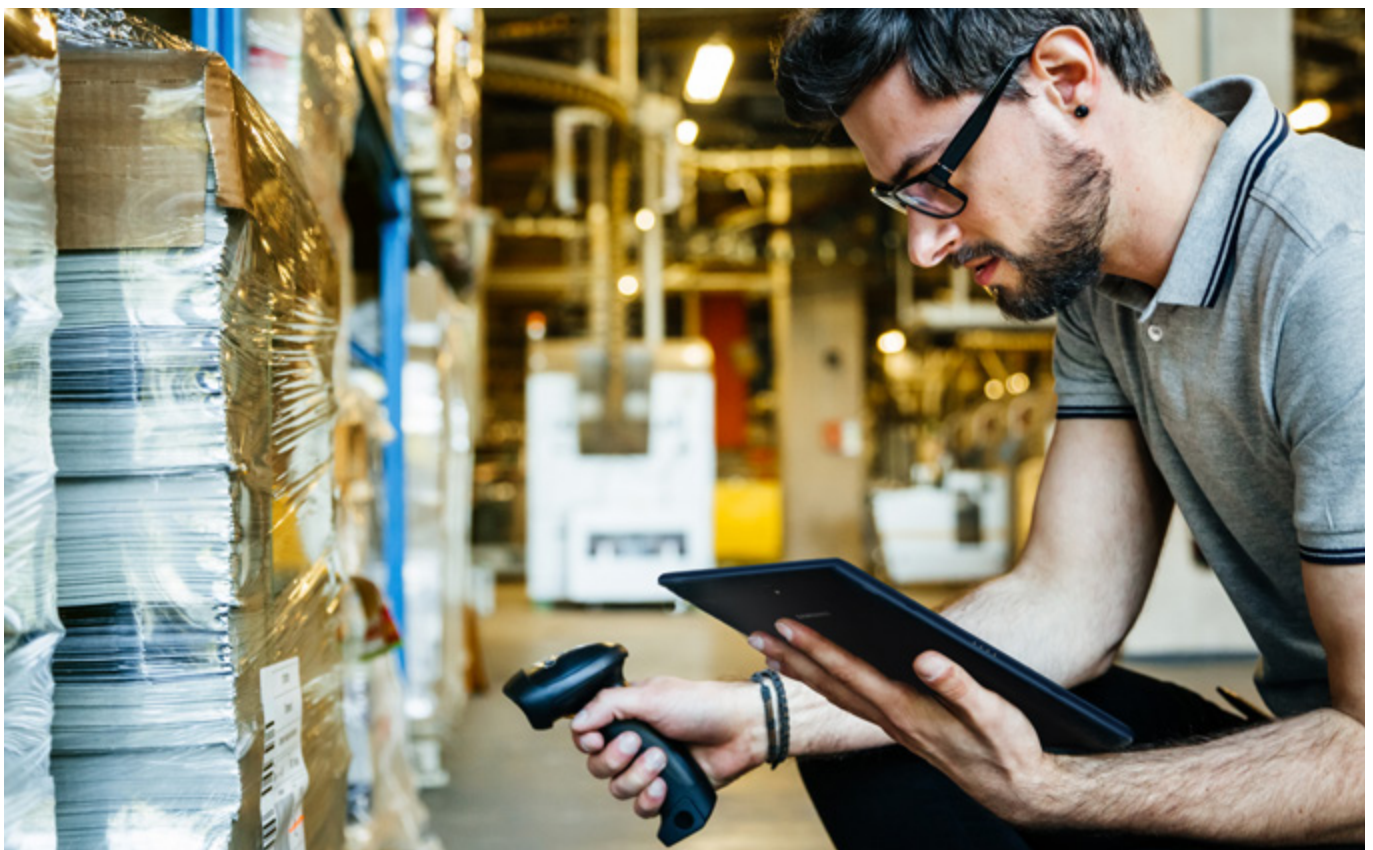
registered with the service, all the user needs to do is turn it on and connect to Wi-Fi or 3G/4G for the initial setup process. Evonik also uses E-FOTA, a subscription-based enterprise firmware-over-the-air service offered by Samsung. This service makes it possible to make selected firmware updates available centrally and control how and when they are rolled out — without the user having to do anything directly. This allows effective monitoring of the software versions on the Samsung devices in use.

The speed at which the mobile devices were integrated into employees’ day-to-day work was also down to the positive relationship between the two companies. “We’ve always had access to the support we need, and that continues to be the case. Procurement as a whole has gone extremely smoothly, from the moment we first made contact through to the final integration,” says Dragesser, looking back over the process.

Tech Support Straight from the Manufacturer

In order to provide its IT department with the best possible support for deploying and operating Samsung end devices and Knox IT solutions, Evonik receives direct access to Level-3 support from the Samsung Research & Development Center. This means that highly experienced Samsung System Engineers and a personal Technical Account Manager are available to offer in-depth technical support tailored to Evonik’s mobile infrastructure.

Evonik had previously followed the traditional approach to resolving problems, i.e. tickets were entered into the system manually, and handled by the relevant service providers. This frequently took a



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long time, not least because of Evonik's highly complex tech landscape — the company uses over 7000 Samsung devices, a Unified Endpoint Management (UEM) solution from a third-party provider and an external security solution. This is why Evonik signed up for Samsung's new Enterprise Tech Support (ETS), being one of the first customers to do so. This service provides direct access to an expert team of Samsung enterprise mobility specialists. These Samsung experts offer rapid and comprehensive support, helping ensure that mobile infrastructures work smoothly without any problems. Benefits include cost savings (thanks to the elimination of unplanned downtimes and the associated productivity losses) and optimum support for mobile applications and business processes. Enterprise Tech Support handles a wide range of tasks, including troubleshooting, offering advice on introducing new operating systems, and ensuring interoperability with enterprise mobility solutions. "ETS means that our tickets can be processed faster than ever before. And the involvement of our UEM solution provider hasn't presented any problems at all," says Jochen Dragesser, Service Owner Mobility at Evonik Industries AG. "We knew that ETS was right for us as soon as the test phase was over, so we made this new Samsung service an integral part of our processes." The experience has been so positive that Evonik plans to take the partnership to the next level.

The Next Step – Outdoors

Evonik's employees have long since been accustomed to working out in the field as well as in offices and factories. Thanks to IoT, cloud computing and broadband, that's an easy task these days. These

new technologies have also led to tablets and smartphones becoming virtually the only tool that employees use in many situations. And employees are increasingly using smart industrial or service apps (mostly cloud-based) to access a wide range of digital tools that help them do their jobs, wherever they are. The logical next step is therefore to procure devices specially designed for outdoor use.

Evonik is already in talks with Samsung on how this can be achieved. "We need to be able to control and monitor the plants and machinery we operate outdoors from close by. So we need devices that aren't afraid of a bit of wind and weather, and don't give up the ghost immediately if they get dropped," says Dragesser. "We're very interested in the wide range of suitable products offered by Samsung." These "ruggedized" devices have a special housing designed to withstand even the toughest of environmental conditions without flinching.

Conclusion

All things considered, the company is highly satisfied with its choice of provider. "We've been extremely impressed by the level of flexibility and the way in which our devices and solutions are protected. And so we're looking forward to continuing our partnership with Samsung in the future as we expand our digital strategy yet further," says Dragesser in summary.



Legal and further information

About Samsung Electronics

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About Evonik

Evonik is one of the world's leading specialty chemical companies. The company's strategy concentrates on promising areas of the specialty chemicals industry, customer-focused innovation, and a trust-based and results-oriented corporate culture. These factors help to generate profitable growth and a sustained increase in the company's value. Evonik is active in over 100 countries around the world and employs more than 36,000 staff, which means that it can stay close to its customers while maintaining market-leading positions. In 2018, the company achieved sales of EUR 15 billion and a profit (adjusted EBITDA) of EUR 2.6 billion.

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