SAMSUNG GALAXY TAB® S OPTIMIZES PRODUCTIVITY IN THE ENTERPRISE

IT Pros Share Their First Impressions

INTRODUCTION

Tablet PCs have traditionally been marketed to consumers as a way to keep up with friends over social media, surf the web and create content from virtually anywhere. But are they ready for the enterprise?

Samsung takes on this challenge with the Galaxy Tab® S Series. Samsung's thinnest and lightest tablets combine the bells and whistles of a consumer device with processing and security capabilities fit for the enterprise.

To meet IT security requirements, the new Galaxy Tab S2 features a Multi User mode to maintain two identities - one for work and one for home. This feature also allows departments to share tablets among several employees while keeping their respective files and information separate.

For client presentations, the Galaxy Tab S2 comes in a choice of 8.0" and 9.7" models, with Super AMOLED® screens. Its 1.9 GHz Octa-Core processor and 3 GB of RAM can power enterprise apps such as MS Office, VMware View, Citrix and built-in Samsung mobile device management tools with a battery that can last up to eight hours of Internet use.

To gauge how well the Galaxy Tab S Series can withstand the rigors of the enterprise, Samsung issued the tablet to several IT professionals from the Spiceworks Community, across multiple industries, to test the devices on (and off) the job. The following case studies feature three IT professionals who share their experiences with the first-generation Galaxy Tab S:

A systems administrator at a national architectural firm who conducted his first serious look at a tablet in an enterprise setting

A hospital information systems technician who surrendered his non-Android tablet for the Galaxy Tab S to stay connected to work

A network administrator at an environmental engineering firm who remotely logs into employee computers to help them troubleshoot problems and install new software programs

Architecture

Dan Reynolds
Senior Systems
Administrator

Company
BLDD Architects

Employees
Less than 100

"The Galaxy Tab S is the first tablet that's really serious about the enterprise."

– Dan Reynolds, Senior Systems Administrator

Dan Reynolds provides IT support for BLDD Architects, a mid-sized architectural firm in Decatur, Illinois that specializes in interior and structural design services for K-12 education clients. As one of two IT administrators at the firm, Reynolds keeps everything running, from smartphones to 100-percent virtualized servers. He also determines the direction of the firm's IT.

As someone who is normally chained to his desktop PC, Reynolds has never used a tablet to help him do his job. His brief experiences with tablet computing were mostly consumer focused until he got his hands on the Galaxy Tab S.

"This is the first tablet that I've ever seriously used for both personal and business use, and I have to say, it's a marvelous tablet," he said. "It's the best tool and toy I've had my hands on in a long time. The speed, the resolution and the connectivity have all been really impressive."

On the most basic level, Reynolds uses the Galaxy Tab S for Gmail and Google Docs. On the enterprise level, he uses the tablet with an Android version of VMware Horizon View to monitor the firm's virtualized servers. Given his experience, he believes BLDD employees could use the VMware solution on the Galaxy Tab S to access their desktops over a VPN while on

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B U S I N E S S

the road. Once connected, he can see them using the tablet's USB port and HDMI cord to demonstrate designs in a client's conference room.

Reynolds feels the Android marketplace provides a greater choice of enterprise apps, and he can see the firm considering widespread adoption of the Galaxy Tab S down the road. "The Galaxy Tab S is the first tablet that's really serious about the enterprise," Reynolds says.

Another feature that Reynolds thinks makes the Galaxy Tab S ready for the enterprise is Samsung's Multi User Mode, which enables several employees to share one tablet. Having a tablet to take on the road with the screen quality and personalized settings of the Galaxy Tab S could also help BLDD's sales reps better connect with customers.

"Our employees often travel to meet with clients," he says. "When they're showing architectural designs to customers and prospects, we want to show the best possible image. That's where the Galaxy Tab S has the edge over other tablets, because it makes our renderings look amazing."

With Samsung MDM solutions, Reynolds could monitor the tablets while they're on the road to ensure they have proper updates, and wipe the devices if they're lost or stolen. But it's Samsung's brand and reputation that places the Galaxy Tab S above other tablets, for this IT professional.

"If I used other mobile products and they failed, I might have to throw them away and start over," he says.

Healthcare

Chris Powell
Information Systems
Technician

Company
Rochelle Community
Hospital

Employees
Approximately 400

"The Galaxy Tab S has made my job easier because I don't have to rely on a full-blown PC to do my job. I can just grab this and quickly hop on to VMware or iLO and connect to my servers, or I can take the tablet into the server room to work if I need to."

– Chris Powell, Information Systems Technician

Chris Powell works with a team of seven IT professionals who support more than 400 employees at Rochelle Community Hospital in Rochelle, Illinois. Doctors and nurses there haven't yet made the jump to tablets because the hospital's electronic medical records (EMR) software only runs on PCs. They rely instead on notebooks and rolling computer carts to record and report on the care and treatment of patients. However, Powell and his team frequently use tablets in their day-to-day work.

Before receiving the Galaxy Tab S, Powell, like his colleagues, used a non-Android tablet. But within a few weeks with the Samsung tablet, he was ready to make the switch.

"I now have no problem telling people to switch from whatever they're using to this product," he says. "The screen is beautiful and its functionality is really strong. From a business standpoint, it's a better fit because the Android market provides tons of enterprise apps. Plus, it's durable and easy to use."

Powell uses the Galaxy Tab S as an extension of his desktop for email and tech support. To stay connected with his tablet, he uses Microsoft remote desktop software for a VPN connection and HP Integrated Lights Out (iLO) software to manage the hospital's servers. He also uses Hancom Office Viewer to review and edit Word documents and spreadsheets.

"If I get a call in the middle of the night from an on-duty nurse needing a password changed, I just grab my Galaxy Tab S and VPN into the network to make a change. I can do the same with VMware to check on any of my servers. And with the Hancom viewer, I can remotely view and edit spreadsheets and Word documents, which has worked out really well."

Powell believes several aspects of the Galaxy Tab S could make it a compelling option for doctors and nurses. The Multi User Mode can enable multiple nurses to use the same tablet, letting them hand off the device at the end of each shift while keeping their records and files separate. Samsung KNOX™ Workspace software can provide the security needed to meet Health Insurance Portability and Accountability Act (HIPAA) compliance, while Samsung's MDM solution enables IT

to monitor and support tablets. In addition, the Galaxy Tab S long battery life and power management features can keep it up and running throughout an entire shift.

Even though the whole hospital is not yet ready to transition to tablets, Powell is sticking with his Galaxy Tab S to stay connected to work.

"The Galaxy Tab S has made my job easier because I don't have to rely on a full-blown PC to do my job," he says. "I can just grab this and quickly hop on to VMware or iLO and connect to my servers. I can take the tablet into the server room to work if I need to. Or I can take it on the road, or vacation, and do everything I need to do."

Engineering

David Wren
Network Administrator

Company
Kleinschmidt Associates

Employees
Approximately 150

"Instead of having employees call me and describe their problems with getting something installed or working, I can use my Galaxy Tab S to log into their PCs and complete the job for them from anywhere."

– David Wren, Network Administrator

For more than 50 years, Kleinschmidt Associates in Pittsfield, Maine has provided engineering, regulatory and environmental consulting services to the hydroelectric industry. The company's engineers develop ecological impact studies, design dams, develop fish passages and create wetland irrigation systems. Its field engineers are supported by a team of four IT professionals, including Network Administrator David Wren.

Before evaluating the Galaxy Tab S, Wren used a non-Android tablet as part of his daily routine. Like the non-Android tablet, the Galaxy Tab S helps Wren work remotely, but with additional enterprise features including the Remote PC feature that lets him tap into other computers to troubleshoot issues.

"Instead of having employees call me and describe their problems with getting something installed or working, I can use my Galaxy Tab S to log into their PCs and complete the job for them from anywhere," he says. "It's really good for helping me break the leash from my desktop – and still do my job."

Wren believes the Galaxy Tab S could be a strong mobile platform for his colleagues, providing desktop support. Multi User Mode would enable them to share a tablet when working away from the office.

"I have a colleague whose phone rings off the hook when he's gone," says Wren. "With the Galaxy Tab S, we can set up his voicemail to go to his email, which goes with him and his tablet. It's a lot quicker to reach him that way."

Wren believes the Galaxy Tab S would be equally beneficial for field engineers. He says the high-definition display and high-quality audio is great for video conferencing, and the 8-megapixel camera makes it easy to capture and share photos and video projects. Remote email could keep them connected to the home office.

He sees the Multi User Mode being especially helpful in allowing one tablet to be sent with a team of engineers, enabling each to use the Galaxy Tab S with their sign-in. This is something he's not seen replicated by any other tablet.

"The Galaxy Tab S is a great device," Wren says. "It's just a matter of making sure the Android community builds out what we need."

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