![teamwire. logo]
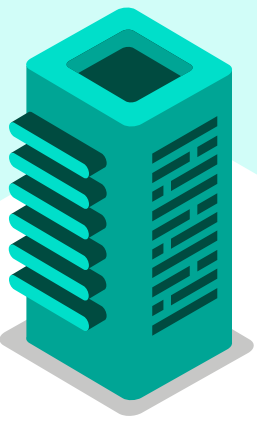
Case Study: Wahl Group

Efficient and GDPR-Compliant Communication With Teamwire

About the Company

The Wahl Group is a leading provider in electrical engineering and IT security based in Germany. The company offers comprehensive solutions in the fields of electrical cabling, IT cabling, and security systems. With around 400 employees, the company has a strong team specializing in innovative technologies and security.

"Previously, colleagues often used WhatsApp for internal communication, which was not compliant with data protection regulations. With Teamwire, we can ensure that all conversations are GDPR-compliant and that company information is no longer on private devices."

— **Claudia Arepev**
IT administrator, Wahl Group

Key data
- **Employees** 400
- **Licenses** 400
- **Location** Germany

Initial Situation and Challenge
Before the introduction of Teamwire, the Wahl Group mainly used WhatsApp for internal communication. However, this was non-compliant with data protection regulations and jeopardized compliance with the company's security standards. It was particularly problematic that many employees were using private WhatsApp accounts on company cell phones for communication, resulting in a mix of company and private data. The Wahl Group, therefore, needed a secure, GDPR-compliant solution that would guarantee data protection and facilitate communication for all employees.

Requirements
The new communication platform should:
- be GDPR-compliant,
- enable simple communication between employees,
- integrate seamlessly into existing systems,
- be user-friendly and
- be centrally managed via Mobile Device Management (MDM).

About the Company

"On a noisy construction site, it's sometimes easier to send a "thumbs up" than to find a place to make a phone call."

— **Kevin Pahlmann**
Safety and Information Technology employee

Solution: Comparison and Decision-Making
The decision in favor of Teamwire began with an initiative by the IT department, which was looking for a secure and GDPR-compliant communication solution due to increasing data protection concerns. After extensive research and a test phase in which various providers were evaluated, Teamwire's functionality, user-friendliness, and attractive price-performance ratio were convincing. The platform offered all the necessary functions to meet the company's communication needs and enabled employees to make contact quickly and easily. The intuitive operation and the ability to find contacts immediately also encouraged the team's acceptance of the new solution. After carefully comparing all the options, the company finally opted for Teamwire as a long-term and secure communication solution.

Result: Greater Efficiency and Better Collaboration
Since implementing Teamwire, the Wahl Group has not only been communicating in compliance with data protection regulations but has also seen a significant increase in efficiency and improved collaboration within the company. Employees appreciate the ability to communicate quickly and informally, which makes day-to-day work more manageable and strengthens the team culture.

Efficiency Through the Broadcast Function in IT and HR

"Our IT department uses Teamwire's broadcast function to quickly and specifically point out worst-case scenarios or current system failures. This means that all colleagues are informed immediately and misunderstandings are avoided."

— **Claudia Arepev**
IT administrator, Wahl Group

Teamwire's broadcast function is used intensively by the IT and HR departments. The IT department informs employees in real time about IT problems or important security updates. At the same time, the HR department uses the broadcasts to notify all employees about important company information promptly. These quick messages make day-to-day work easier and avoid misunderstandings.

Address Book Function for Quick Contact

Another advantage is the central address book function. Employees can access contact data immediately in Teamwire, which also speeds up and simplifies communication. "With Teamwire, our colleagues have faster access to contact details and important information. All they have to do is open the app, and they have everything at their fingertips – numbers, email addresses, and the ability to send messages quickly. This has simplified communication enormously," says Claudia Arepev.

MDM Integration for Easy Management

A significant advantage for the Wahl Group is the seamless integration of Teamwire into the existing Mobile Device Management (MDM) system. The IT department deploys Teamwire centrally on all Android and iOS devices via the MDM and pre-configures the app. This central administration not only makes it easier to set up and maintain the software but also saves employees time as they only have to enter their passwords. Users are assigned via MDM, meaning only the owner of the

Result: Greater Efficiency and Better Collaboration

cell phone identified by MDM can use Teamwire. Thanks to this integration, Teamwire can be used immediately and intuitively.

Cybersecurity as an Additional Benefit

While the focus was on data protection compliance, Teamwire also provides decisive security benefits in cybersecurity. By switching to a dedicated, secure enterprise solution, threats such as social engineering attacks, which often occur when using private messengers, are significantly reduced.

Positive Feedback From Employees

Employees welcome the flexibility that Teamwire offers and find the relaxed communication more pleasant than email communication. Using emojis and short messages also promotes internal communication and team culture. Petra Breuer, office employee: "It's quick and easy to send a message. You don't have to formulate everything as formally as in an e-mail, making it much more pleasant."

"Thanks to Teamwire, coordination and communication with the construction sites is simplified, and information reaches the colleagues who need it more quickly."

— **Kathrin Heinsch**
Head of the HR department

Conclusion

Teamwire has permanently improved communication within the Wahl Group. Employees now communicate more efficiently and securely, strengthening data protection and internal collaboration. The decision to use Teamwire was not just a response to existing challenges but an essential step towards secure, future-proof corporate communication. Teamwire offers the Wahl Group the flexibility and security it needs to succeed in the digital age.

The introduction of Teamwire has enabled the Wahl Group to make its communication GDPR-compliant and cyber-secure, increase collaboration efficiency, and promote acceptance and exchange among employees.

> *"In everyday construction site life, quick information at the end of the working day or early in the morning, e.g., in the event of illness, is important to be able to coordinate efficiently. And being able to start an opinion poll in the works council quickly also makes work easier."*
>
> — **Martin Sengstock**
> Electrical engineering employee, works council