

Major Asian Bank Lays the Groundwork for Digital Transformation with BlackBerry



Major Asian Bank

Industry:

Finance

Products:

BlackBerry® UEM Express Suite

"Protecting client data has always been our top priority," explains the Head of IT Security at a major East Asian bank. "We provide end-to-end banking services to both corporate and non-commercial clients, while also working with third parties such as merchants and online marketplaces. Our reputation depends on our ability to keep all that information safe."

As one of the leading financial institutions in its region, this bank manages billions of dollars (US) worth of assets each year. With a history spanning decades, it offers everything from personal online banking to professional loans. To help it secure customer data and manage a growing fleet of smartphones and tablets, the bank initially leveraged a BlackBerry competitor—and soon discovered it was not up to the task.

"The client had multiple issues with their previous solution," says the bank's BlackBerry Account Manager. "The vendor offered no zero-day support for new OS releases, and their software relied entirely on device encryption. Beyond that, there were several integration and service requirements that the vendor's software was simply unable to fulfill."

A Strategic Investment in Security

Because the bank offers such diverse services, it employs a sizeable mobile workforce. Everyone—from mortgage brokers and field agents to the bank's directors—frequently works remotely. The bank needed to connect these remote team members to internal systems without risking data leaks or non-compliance.

Overly restrictive security controls were not an option. The bank's Head of IT Security thus sought a solution built as much for productivity as for security and compliance. This search eventually resulted in the bank deploying the [BlackBerry UEM Express Suite](#) and purchasing approximately 6,000 licenses.

"Our long-term strategy involves cloud migration, but that's still a work in progress," the bank's Head of Security explains. "We're going to great lengths to ensure our digital transformation is as seamless as possible. Solutions like BlackBerry's play an important role in that, especially as we expect new data privacy regulations to emerge within the next year."

From Email to Enablement

The bank first used BlackBerry® software to enable mobile access to email, something which employees at every level of the organization required. Next, it used [BlackBerry® Unified Endpoint Management \(UEM\)](#) to secure and manage a fleet of BYOD/COBO devices, equipping them with secure email, PIM, and intranet portal access. Finally, it leveraged UEM to securely deploy a business-critical internal application used by field agents for reporting.

"Whenever one of our agents pulls up a customer or surveys something on the mortgage side, they record it on this application, which is secured by BlackBerry," notes the Head of IT. "It's the first internal application we rolled out with BlackBerry, and it has worked quite well. Moving forward, whenever we launch a new application, we're going to do so within the BlackBerry container."

Currently, the bank uses BlackBerry UEM on-premises. Eventually, however, it intends to migrate to BlackBerry UEM Cloud. There are several reasons underlying this transition.

First, migration will even further reduce the total cost of ownership (TCO) for BlackBerry UEM. It will also allow the bank to deploy and update its applications more efficiently. Lastly, BlackBerry UEM can directly manage and secure a suite of third-party business tools that the bank expects to deploy extensively for internal use.

"We eventually want to establish a collaborative digital workspace," he explains. "To that end, we've been exploring BlackBerry UEM's third-party integration capabilities. Ultimately, we don't want our users to have to re-implement anything, nor do we want to put our data at risk—the migration has to be seamless."

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— Head of IT

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Supporting a Better Approach to Banking

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The BlackBerry UEM solution's strong encryption was also a significant draw, alongside its integration and containerization capabilities.

"BlackBerry allows us to keep our mobile workforce connected without putting any information at risk," he continues. "The solution itself is also easy to use, and feedback from our users has been good. From my side, it's been great to work with BlackBerry."

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For more information, visit, [Unified Endpoint Management from BlackBerry](#)

About BlackBerry

BlackBerry (NYSE: BB; TSX: BB) provides intelligent security software and services to enterprises and governments around the world. The company secures more than 500M endpoints including over 195M vehicles. Based in Waterloo, Ontario, the company leverages AI and machine learning to deliver innovative solutions in the areas of cybersecurity, safety and data privacy solutions, and is a leader in the areas of endpoint security, endpoint management, encryption, and embedded systems. BlackBerry's vision is clear - to secure a connected future you can trust.

BlackBerry. Intelligent Security. Everywhere.

