

Sophistication, Simplicity, Security – How This Major Bank Achieved All Three



For over 180 years, Mauritius Commercial Bank (MCB) has provided financial services to Mauritius, a small island situated in the Indian Ocean. Serving more than one million customers, it's the largest institution of its kind in the region, with over 50% of the domestic market and offices on Seychelles, Madagascar, and Maldives. It also maintains partnerships with several mainland banks in Africa.

"As a universal bank, we serve all client segments and provide services ranging from personal banking to corporate banking and wealth management," explains Patrice Hervé, Head of Information Technology at MCB. "Almost every single person on the island has an account with us, and we've close to 4,000 employees across the Indian Ocean."

Mauritius Commercial Bank

Industry:

Financial Services

Employees:

~4,000

Location:

East Africa

Product:

BlackBerry Spark® UEM Suite,
BlackBerry® Professional Services

Website:

www.mcb.mu/en/



A Challenging Path to Digital Transformation

For the past several years, MCB has been actively working to position itself as a regional focal point for trade, finance, payments, and card operations outsourcing – it calls this its Bank of Banks strategy. In order to truly position itself as a market leader, however, it cannot afford to overlook cybersecurity. Protecting the data under its care is absolutely imperative.

“As you might expect, security is extremely important to us,” says Hervé. “For one, we have a reputation to protect, a need to maintain the trust of our clientele. We also have a data security regulation similar to Europe’s GDPR that came into place around 2018.”

Over the past several years, MCB has undergone a digital transformation, increasingly shifting away from physical, in-person banking. On the one hand, this has introduced a great deal of efficiency into the bank’s day-to-day, while also greatly enhancing the experience of its customers. On the other, it also gave way to a bevy of new security challenges.

“Because of the significant boom in digital processes, more and more of our customer interactions were being done on iPads,” Hervé explains. “Several years ago, we also began using a BYOD policy for mobile devices, so security was increasingly becoming a challenge.”

The Steep Cost of Poor Usability

When Hervé joined MCB four years ago, the bank lacked a robust, unified security strategy. This was partly because the bank’s existing endpoint management solution was inadequate in managing or controlling BYOD devices. As a result, there was a vast swathe of users with completely unmanaged devices – the majority of the bank’s leadership among them.

An inability to secure BYO devices was far from the only issue with the bank’s endpoint management system. In addition to offering insufficient support for the business applications the bank’s employees needed to use, it was incredibly cumbersome to manage on the IT side. Worse, it was complicated and frustrating for end-users.

“We had leadership sending emails, messaging, and sharing documents without much consideration for security,” Hervé recalls. “Based on my previous experience in banking, this was unacceptable. We immediately issued a request for proposal (RFP).”

“With BlackBerry, we can very easily implement a new app, test it with our users, and deploy it across not just our network but multiple branches. More importantly, we know we have a secure platform for document sharing, messaging, and collaboration. We’re going to be relying on BlackBerry more and more moving forward.”

– Patrice Hervé,

*Head of Information Technology,
Mauritius Commercial Bank*

Banking on BlackBerry

"Like many people in the industry, I've been using BlackBerry devices for the past fifteen years," Hervé says. "And before I joined MCB, I worked at a major bank in Asia that deployed BlackBerry to support a move to BYOD. We were able to use email, collaborative tools, and productivity software on our own devices, all without compromising our security."

MCB evaluated several leading endpoint management platforms – nearly all the major ones on the market, recalls Hervé. Each time, he compared them to his experience with BlackBerry at his previous employer. And each time, they fell far short of the benchmark.

Ultimately, Mauritius Commercial Bank opted to deploy the [BlackBerry Spark® Unified Endpoint Management \(UEM\) Suite](#).

Available on-premises, in the cloud, or as a hybrid model, BlackBerry Spark UEM Suite leverages [BlackBerry® Unified Endpoint Management \(UEM\)](#) to provide powerful, granular management of applications, files, and users through a single pane of glass. Meanwhile, through [BlackBerry® Dynamics™](#), BlackBerry Spark UEM Suite also offers a collection of productivity-focused business apps that empower users without putting critical data at risk. Finally, the BlackBerry® Dynamics™ SDK allows organizations to create secure, full-featured internal applications easily.

Hervé and his colleagues executed a brief proof of concept. A limited deployment of the BlackBerry UEM platform was tested with several members of MCB's senior leadership team. After only a few weeks, the bank opted for a full deployment.

"The feedback was quite positive," Hervé recalls. "They were very happy with the way emails were coming in, and calendars were synchronized. They also found BlackBerry's business applications to be extremely useful for tasks like document management."

Security, Simplicity, Reliability

Through BlackBerry, MCB has been able to secure its entire mobile infrastructure effortlessly. Its users can now work on any device of their choice without putting sensitive data at risk – and they can enjoy the benefit of BlackBerry's powerful productivity apps in the process. Perhaps most importantly, however, is the fact that the solution has proved intuitive not just for the end-user but for Hervé and his colleagues, as well.

"Security aside, the real draw of the BlackBerry Spark UEM Suite has been the simplicity with which it can be deployed," notes Hervé. "It's very simple to deploy on virtually any type of device. The fact that it's so reliable is also a key point for us – over the past three years, I don't recall any downtime."

The BlackBerry® endpoint management software also makes it easier for Hervé and his colleagues to deploy, test, and update new apps. Hervé notes that this has proved immensely beneficial as iPad® usage within the bank's branches has grown more widespread. He intends to continue promoting the use of BlackBerry software to a greater degree across the organization.

"The integration between BlackBerry's tools is phenomenal," he continues. "We've implemented many tools over the past three or four years, and we will keep implementing new ones. Cybersecurity is a key item on the MCB board – and with BlackBerry's help, we've been able to continue updating our strategy, keeping our systems, people, and data secure."

"BlackBerry has been well worth the investment," he concludes. "Both their solutions and the support they provide."

"BlackBerry's software is incredibly simple to use, but it's also safe and secure, which these days is critical. It's an excellent foundation for our digital transformation journey."

– Patrice Hervé,
*Head of Information Technology,
Mauritius Commercial Bank*

For more information, visit BlackBerry.com/Spark and follow [@BlackBerrySpark](https://twitter.com/BlackBerrySpark) on Twitter.

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 150M cars on the road today. 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 management, encryption, and embedded systems. BlackBerry's vision is clear – to secure a connected future you can trust.

For more information, visit BlackBerry.com and follow [@BlackBerry](https://twitter.com/BlackBerry).

 **BlackBerry**
Intelligent Security. Everywhere.

©2021 BlackBerry Limited. Trademarks, including but not limited to BLACKBERRY and EMBLEM Design are the trademarks or registered trademarks of BlackBerry Limited, and the exclusive rights to such trademarks are expressly reserved. All other trademarks are the property of their respective owners. BlackBerry is not responsible for any third-party products or services.

