Why Trusted Partnerships Are Top of Mind for This Agency

Achieving More Together

Public Support Agency

Vertical:
Public Sector

Product:
BlackBerry® Secure UEM & Productivity Suites – Limitless Suite

Deployment Size:
2,300

Everyone deserves food, shelter, and access to basic amenities, even if they're in unfamiliar territory.

That's one of the core principles on which this agency was founded. With locations across Europe, it provides a range of support services to highly disadvantaged individuals, all managed through a central office. Connectivity is a critical foundation of the organization's duties, helping it keep staff productive and coordinated while also helping clients reach out to friends and family.

However, especially in light of regulations like the GDPR, security is equally important.

"Our staff work both from the office and from multiple decentralized locations, including from home and on the road," explains the agency's Information and Communications Technology (ICT) architect. "Keeping employees connected is a must, but they also routinely deal with highly sensitive personal data on a daily basis. We cannot allow that data to be compromised or publicly exposed."

Since 2014, the organization has trusted BlackBerry to support its need for secure connectivity. Recently, it upgraded to BlackBerry® Secure UEM Suite, with assistance from BlackBerry's Premium Support Services.

Tackling an Evolving Deployment

The mobility infrastructure of the organization is both expansive and somewhat unique, in that staff and clients alike use the corporate-owned, business-only devices it deploys. Originally, these use cases were relatively simple, largely consisting of basic functionality such as Internet and email. Much has changed over the years.

"Mobile devices are increasingly part of our workflows, and we want to enable staff and clients to use them as effectively as possible," explains the ICT architect. "To make their work more practical, we began looking towards enabling functionality beyond reading emails and documentation. In the future, I see us shifting our focus gradually towards increasing app usage, both internally developed and ISV."

The emergence of new technology and the demand for greater functionality were not the only challenges the organization faced. When in the field, staff were not always guaranteed to have Internet access. The ICT architect and his colleagues needed a means of improving connectivity while also ensuring some degree of offline access to organizational resources.

Contractors and business partners represented yet another challenge for the organization. While internally deployed smartphones and tablets could be strictly monitored and controlled, many of these third parties brought personal devices into the workplace.

"We could not afford to treat contractor's devices any differently from our own," the ICT architect recalls. "Not just because of GDPR compliance, but due to our responsibility to our clients. We found ourselves faced with a difficult question – how could we separate and secure our data on BYO devices?"

Therein lay the organization's greatest challenge. Despite the diverse set of technologies it must support, the organization's IT department is comparatively small. It lacks the resources to effectively handle migrations and upgrades on its own. Fortunately, as the organization's infrastructure and needs have evolved, so too has its relationship with BlackBerry.

"In the beginning, BlackBerry acted more as a supplier, enabling us with its products and services," says the ICT architect. "Over the years, our relationship has gradually become more cooperative, and BlackBerry has settled into an advisory role. It's been a good development – a good evolution, and one that keeps with what we need."

"As an organization, we make a point of only using proven technology. Of working with reputable, reliable partners that provide exceptional support. BlackBerry provides this and more, supporting us in enabling mobile productivity and making daily work easier and more accessible through both Premium Support and BlackBerry UEM."

– ICT Architect, Support Agency."

Not Just a Product – a Partnership

When the organization renewed its contract, its BlackBerry account manager recommended an upgrade to the Limitless Suite. Built atop the BlackBerry Secure UEM & Productivity Suites, the Limitless Suite offers the ultimate in secure unified endpoint management by adding multi-channel notification capabilities and the most secure content collaboration platform (CCP). By incorporating multiple solutions from BlackBerry's portfolio, the Limitless Suite equipped the organization with additional file protection, digital rights management (DRM), application customization, remote desktop, personal information management, and extensive control over sensitive data on both corporate-owned and personal devices.

"We were running a project where we were enrolling more mobile devices to our primary office locations," the architect recalls. "We also recognized the need for the added functionality of mobile apps, provided they were securely deployed. In addition to providing our infrastructure with room for future growth, the new deployment would allow us to leverage custom apps developed by our business partners and protect our data without impeding our users."

The organization has deployed two instances of BlackBerry® UEM and increased its deployment size from 1,500 to 2,300 users. It has also renewed its agreement with BlackBerry's Premium Support Services and opted for BlackBerry's Annual Upgrade Program.

Under this agreement, the organization gains access to the full scope of BlackBerry's expertise. In addition to providing the organization with direct technical support, BlackBerry also handles migrations, patches, and upgrades. This leaves the organization free to focus entirely on leveraging BlackBerry UEM to its fullest potential – something it fully intends to do.

In addition to the devices managed by BlackBerry UEM, the organization also maintains a small fleet of laptops and IoT water quality sensors, each managed through a separate solution.

Charting the Road Ahead

Currently, the organization is still exploring its options and charting out its roadmap. Most people use their devices strictly for email, though some other apps see widespread use. These include iPads equipped with IBABS amongst the leadership team, as well as Notate Pro and iAnnotate for collaboration.

Given that the field in which the organization works can be unpredictable, its mobility needs will likely shift repeatedly in the future – for this reason, a robust and flexible solution like BlackBerry UEM is a must.

"Moving forward, I see us using more apps and more data, even as security becomes more rigid," the architect explains. "We're still in the exploration phase where that's concerned, but my instinct is that there will be a great deal of growth ahead. What I can say for certain is that our partnership with BlackBerry is going very well – they're quick to support our technical needs, and thanks to them we're able to serve our clientele more effectively and efficiently than ever."

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 175M 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.

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Intelligent Security. Everywhere.