Why BlackBerry Keeps its Most Sensitive Data Secure with BlackBerry Workspaces

BlackBerry Limited

Industry:
Enterprise Software & Services

Employees:
4,100

Location:
Waterloo, Ontario, CA

Product:
BlackBerry® Workspaces®

Website:
www.blackberry.com

BlackBerry Workspaces

BlackBerry provides intelligent security software and services to enterprises and governments around the world, protecting more than 500 million endpoints — everything from the infrastructure of major banks to over one hundred million software-defined vehicles. A leader in endpoint management, encryption, and embedded systems, BlackBerry also leverages artificial intelligence and machine learning to deliver innovative cybersecurity, safety, and data privacy. With its well-established reputation for prioritizing customer data, it is imperative that the organization ensure a robust security posture in order to maintain the trust clients have come to expect.

The Need for Effective Controls

BlackBerry routinely manages highly-sensitive data – both its own and that of its clientele. It needed a means of handling this information securely, reducing cost and complexity while ensuring more effective collaboration. To that end, it deployed its own secure, enterprise-grade file-sharing platform, BlackBerry® Workspaces®.

Through BlackBerry Workspaces, BlackBerry can extend its security perimeter well beyond the firewall. This facilitates seamless collaboration internally and externally with both clients and business partners. Thanks to file-level encryption, embedded digital rights management (DRM), and user access controls, this is achieved with a significantly reduced risk of exposing sensitive information such as personnel records or product designs.

The Network Operations Center Use Case

The BlackBerry Network Operations Center (NOC) is responsible for ensuring the availability of all BlackBerry services. Working around the clock, it proactively monitors infrastructure for corporate offices worldwide, as well as the software-as-a-service and platform-as-a-service solutions BlackBerry provides to customers. The NOC also resolves any emerging incidents promptly and professionally, fulfilling its service-level obligations and keeping infrastructure running at optimal efficiency.

BlackBerry Workspaces plays an important role in this process, allowing the NOC to disseminate critical information to customers.

"The files we share often contain critical information or data about our services," explains Jeff McDonald, Senior Director of BlackBerry's Network Operations Center. "They might detail how we've mitigated an issue or provide information about our infrastructure that need to remain undisclosed. Through Workspaces, we can ensure sharing of these files is trackable, and that we have a means of preventing them from being distributed to unauthorized parties by controlling access at the user, group, and domain level."

More Than Due Diligence

For the NOC, BlackBerry Workspaces has been instrumental in keeping sensitive information secure yet readily accessible, enabling greatly-improved collaboration with stakeholders.

"With BlackBerry Workspaces, data is secured in the cloud, and files can be synced with multiple devices without requiring a VPN," explains McDonald. "That's a huge plus from a usability perspective. We also don't have to rely on files stored on local machines, which helps with version control."

BlackBerry Workspaces is also valuable from a disaster recovery and business continuity perspective, with the selective rollback feature providing an additional layer of defense against ransomware attacks. Finally, the platform acts as a valuable tool for compliance with legal frameworks like the European Union's GDPR. Its digital rights management and robust auditing functionality enable collaboration without running afoul of regulators.

"The biggest strength of BlackBerry Workspaces is that it provides a level of assurance and confidence that your data remains under your control, regardless of how it is shared and with whom. It significantly reduces the risk that sensitive data will be in any way compromised – that's true for BlackBerry as much as it is for the clients who use our solutions."

- Jeff McDonald,

Senior Director,
Network Operations Center,
BlackBerry Limited

"We have instances of BlackBerry Workspaces running in Europe, Canada, the United Kingdom, Asia-Pacific, and the United States so we can easily manage compliance in different regulatory environments," says McDonald. "BlackBerry Workspaces has the necessary mechanisms to adhere to a myriad of policy and data governance standards, making compliance auditing painless."

Keeping Data Secure – No Matter Where It Goes

Today, cybersecurity efforts cannot be focused solely on internal networks. They must extend beyond the firewall as well. They must prioritize secure collaboration, allowing data to be shared both within and outside of an organization.

A robust collaboration solution such as BlackBerry Workspaces enables users to access, edit, and share files securely from anywhere from any device. Designed to maintain the integrity of sensitive data, it provides organizations with extensive control over their data without impeding employee workflows. Together, these two factors are why it's the solution BlackBerry trusts to protect its own data, wherever and however it is shared.

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.

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Intelligent Security. Everywhere.