

GOVERNMENT AGENCY ENSURES SECURITY OF MOBILE WORKFORCE WITH BLACKBERRY ENTERPRISE SERVICE

Industry:
Government

Region:
Asia Pacific

Solution:
BlackBerry®
smartphones
BlackBerry® Enterprise
Service (BES)
Secure Work Space
for iOS and Android™



A cross-platform solution, managing BlackBerry smartphones and iOS and Android phones and tablets, blending Bring Your Own Device (BYOD) / Corporate Owned Personally Enabled (COPE) to be secured and enabled by BlackBerry Enterprise Service.



THE CHALLENGE

Due to the sensitive nature of its work, the Australian National Audit Office (ANAO) needed to implement a mobile solution that met its strict security requirements and supported its blended BYOD / COPE policy, while driving enhanced collaboration and productivity through real-time communications amongst its workforce.

THE SOLUTION

The ANAO used BlackBerry Enterprise Service (BES) to manage a range of mobile devices, including BlackBerry, Android and iOS. With Secure Work Space, the ANAO employees have access to a secure and intuitive interface, with the flexibility to access the network using the device of their choice.

THE SITUATION

“The ANAO is a federal government agency which employs around 350 people. It reports directly to the

Parliament and carries out financial statement audits of every government body that receives Commonwealth funding.

The ANAO plays an important professional role by contributing both nationally and internationally to the development of auditing standards, professional practices, and the exchange of experiences through participation in various peer and professional organizations.

Because of the nature of its work, the ANAO had strict security requirements and a need for solutions that enable enhanced levels of collaboration and productivity for its staff, whilst supporting its mixed device environment. They also needed to ensure that sensitive data was never compromised.

“In the past, we used the BlackBerry Enterprise Server 5 (BES5), as this was the only secure mobile device management solution approved by the DSD (Defence Signals Directorate), but it was only rolled out to our senior executives, rather than organization-wide,” said Gary Pettigrove, Chief Information Officer at the ANAO.

The ANAO has now deployed a mobile solution to the majority of its workforce so that auditors, who are often required to be off-site at various government agencies, can work more effectively away from the office. Given that 86 percent of the ANAO’s workforce is mobile, the need for a flexible, secure platform is clear.

“As a department that assesses best practices for others, it was important that we delivered a mobile strategy that meets our strict security requirements, but also drove productivity improvements through real-time communications and provided choice for our employees,” says Pettigrove.

Rather than allowing a full BYOD model, the ANAO opted for a combination of BYOD and COPE from a pre-selected range of mobile devices, including BlackBerry, Apple iPhones, Apple iPads and Android devices. While Pettigrove and his team were impressed with BlackBerry’s device offerings and the enhanced security and productivity they could provide, they also recognized the need to give their staff choice; as most people tend to prefer using their own personal device rather than having to carry a separate handset or tablet just for work.

“When we reviewed the latest BES platform, it armed us with the confidence we needed to retain a cross-platform choice for people. Choice is essential, but organizations need to ensure they have the back-end security in place, which BES provides,” says Pettigrove. “The ability to use the solution in a multi-platform environment was a key consideration, as was the high level of security it offers.”

“When we reviewed the BES platform, it armed us with the confidence we needed to retain a cross-platform choice for people. Choice is essential, but organizations need to ensure they have the back-end security in place, which BES provides. The ability to use the solution across multiple devices was a key consideration, as was the high level of security it offers.”

Gary Pettigrove
Chief Information Officer, Australian National Audit Office

SEAMLESS UPGRADE PROCESS HITS THE MARK

Pettigrove says he was impressed with the ease and speed of transition to the new BES platform. “In the course of a few short months, we accomplished a migration strategy which involved cross- platform demonstrations on Android and iOS devices, containerization, and the roll-out of the latest BlackBerry devices. The whole experience was so quick and painless for all staff involved.”

Ultimately, it was user demand at the ANAO that drove the upgrade to the latest BES, as staff became aware of the significant improvements to the platform.

“Our IT staff were given a demo of BES and immediately called for it to be introduced. A key factor in tipping the decision making process in BlackBerry’s favour came when I asked a representative from BlackBerry to come and do a ‘tips and tricks’ training session over lunch.

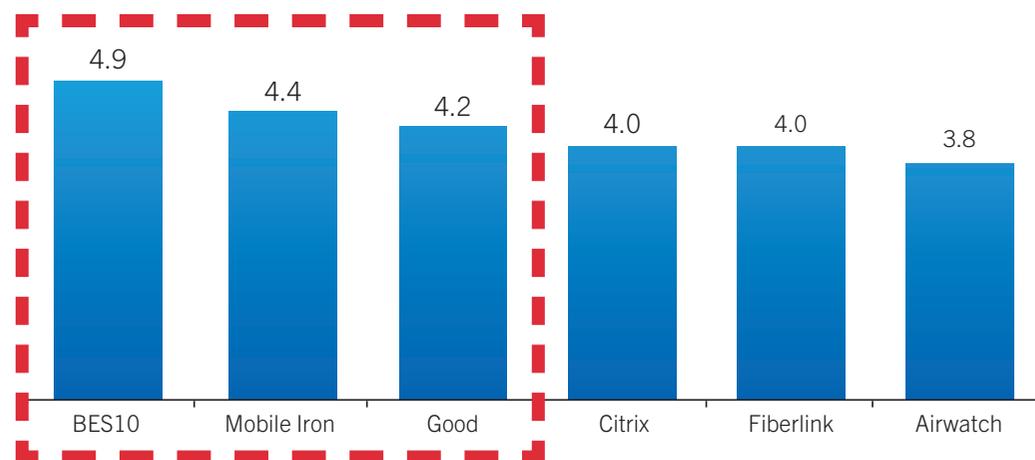
I invited all of our key managers to this event, which showcased the platform’s vendor-agnostic capabilities and ease of use. It also enabled our managers to ask lots of questions and really solidified our view that the cross-platform potential coupled with the required security levels made BES the clear choice,” said Pettigrove.

Furthermore, the ANAO was able to leverage a trade-up offer that BlackBerry was running, which entailed a free upgrade to the latest BES with BlackBerry EZ Pass.

BES10 FACILITATING GREATER ACCESS AND EFFICIENCIES

According to the ANAO, BES provided a more secure and user-friendly interface than competing MDMs. The success of the implementation has convinced the ANAO to look at broadening the scope of BES to mobilize a number of Line of Business solutions, such as travel expenses and database access.

CUSTOMER RANKING OF SECURITY PERFORMANCE OF DIFFERENT MOBILE DEVICE MANAGEMENT (MDM) SOLUTIONS



Source: Strategy Analytics, “Enterprise Mobility Management: A Review of Total Cost of Ownership”, May 2014.

“Our workforce needs to work fast and flexibly across multiple functions of Parliament, all whilst maintaining the integrity and security of national information. By enabling and protecting our workforce with control over the use of work and personal data, we are driving significant efficiencies among our workforce whilst leveraging the capabilities of BES,” said Pettigrove.

Around 40 ANAO staff also opted for the latest BlackBerry smartphones. Following the BES rollout, a survey of ANAO staff revealed that IT user satisfaction increased 15 percent. The respondents particularly liked the ability to use a single device for secure work and personal play.

FUTURE-PROOFING AND SCALABILITY IS ALL PART OF THE SERVICE

The ANAO plans to expand the solution beyond its senior executives and roll it out to most of its 350 staff in the coming months. Plans are also afoot to offer staff a virtual desktop and an iPad, all managed by BES.

Pettigrove says he has also been impressed with the ongoing support and advice he and his team have received from BlackBerry.

“The ANAO welcomes the consultative approach that BlackBerry is taking with key clients and industries – working collaboratively to understand current and future needs and building that insight and feedback directly into future innovations and mapping to our future needs. They have proven to be an excellent consultant and advisor,” said Pettigrove. “CIOs in any sector, whether it be regulated or not, should be focused on ensuring their business and people are productive, with good mobility strategies that are backed by end-to-end enterprise worthy mobile management and security. In today’s environment of choice, it is essential to consider who can secure all devices, end-to-end, across all platforms.

For us, only BlackBerry and BES could deliver the painless and relatively quick migration we required, backed by good training and enablement to ensure our people made the most of all functionalities and productivity while being mobile from day one,” said Pettigrove.

HOW IT WORKS

- ANAO auditors can now access agency data and apps, securely, flexibly and quickly, whilst out in the field.
- Employees can securely access the network using a range of approved devices, including BlackBerry, Android and iOS products.
- Migration to the latest BES provided staff with a more user-friendly interface and enhanced security, productivity and collaboration.

ANAO’S RESULTS

- Significant efficiencies achieved by enabling a cross-platform mobile workforce to acquire greater network access.
- Corporate Owned Personally Enabled (COPE) policy for productivity improvements without compromising the agency’s strict information security requirements.
- Auditors work more effectively away from the office, confident they are operating securely.
- ANAO staff user satisfaction levels with IT delivery increased by 15 percent following the BES rollout.



“The ANAO welcomes the consultative approach that BlackBerry is taking with key clients and industries.”

Gary Pettigrove Chief Information Officer, Australian National Audit Office