



# **Six Tools Users Need for Mobile Files**

**And How to Provide Them Securely**

## Escaping the Desktop: Why it Creates Tough Choices for IT

While it's the biggest force driving IT change today, mobility has yet to overhaul the things users need to do to get their jobs done: people still primarily work with email, applications, and files.

When it comes to email and applications, the solutions are straightforward. Email clients have been delivered by enterprise IT for decades now, and mobile apps can be controlled via mobile application management (MAM) technology.

Files on mobile devices, however, are a different ballgame. Though there are only a few things users really need to do with their files (view, search, annotate, edit, save and share), the options in app stores are manifold. Yet they rarely provide a unified solution.

This leads to a difficult choice for IT. Either they assemble a makeshift solution, cobbling together various apps based on what they think users need — and then try to secure those apps — or they leave these tasks to their users.

There is hope, however. Integrated solutions are emerging that enable users to do all of the things they need to with their files.

This paper identifies and details the key tools users need and outlines what IT should consider in evaluating these solutions:

### Viewing

Does a file look right on a user's mobile device?

### Searching

Can users find the file they need on a mobile device, and can they find what they need within a document?

### Annotating

Can users mark up and provide feedback on a file on a mobile device, and share those notes?

### Editing

Can users edit a file on a mobile device, even when they need to change something complex like a pivot table in a spreadsheet or an animation in a presentation?

### Sharing

Can users share their files and annotations to collaborate with colleagues or third parties?

## The 6 Tools Mobile Users Can't Live Without

### 1. Mobile File Viewing

The first thing that many enterprise users noticed upon trying to use their smartphones and tablets at the office was that their files didn't look right in the native viewer. PowerPoint slides were mangled, custom fonts became gibberish, and anything complicated was formatted poorly or didn't show up at all. Many users sought out alternative viewers (e.g. GoodReader, Readdle) in app stores, or simply converted files to PDF before sending them out.

However, file viewers are now being built in to the apps that users leverage to get to their files on mobile devices, especially enterprise file synchronization and sharing (EFSS) and mobile content management (MCM) tools. These tools typically have their own HTML5 viewers, which attempt to convert files on the fly, or do server-side conversion and deliver an optimized version of the file based on the user's device.

The former approach is often faster, but the latter approach can enable the display of a broader set of file elements.

### 2. Mobile-Friendly Search

While often taken for granted on the desktop, search becomes genuinely critical on a mobile device with a smaller screen and without a traditional file system.

This issue manifests in two ways: first, it becomes harder for users to find the files they're looking for, especially when they have many files and folders synced from a PC or Mac, or when they're wading through other content repositories (e.g. SharePoint libraries or network file shares). Second, it becomes much harder to find content within a file itself, especially a long PowerPoint presentation or Word document.

EFSS and MCM tools must now include search as a baseline capability, to search within synced folders or other repositories and within the files themselves.

### 3. Annotations

Outside of Microsoft Word comments, annotations were once an afterthought, but mobility has brought annotations back to the forefront of collaboration. On a desktop, users frequently provided feedback on a file by typing up an email that summarized suggested changes (e.g. "update the figures in the chart on slide 6"), or by attaching a new version of the file.

For a variety of reasons, that type of collaboration is impractical on a mobile device with a touch screen that runs full screen apps and in most cases lacks the ability to attach files to emails.

Annotations have emerged to fill the gap. Now, even in images, spreadsheets and presentations, mobile employees can quickly use tools including sticky note-style comments, free drawing and highlights to convey feedback rapidly, sharing with their colleagues in a format that is consumable on any device (PCs and Macs included). Like mobile viewers and search capabilities, annotation tools (especially on formats beyond just PDF) have become key functionality for MCM and EFSS solutions.

### 4. In-App Editing

While annotations are now a must, mobile users increasingly want even more functionality, like the ability to edit their files. As Microsoft Office's desktop domination has failed to extend to iOS® and Android™, a number of editing apps have popped up in app stores to enable users to edit common file types, including Word documents, Excel spreadsheets and PowerPoint presentations.

These tools are helpful for making simple changes (such as text editing) and working offline, as they tend to run locally on a mobile device. Recently, they've evolved from linking to public cloud file sync services (in their consumer incarnation) to becoming baseline features of enterprise tools like EFSS and MCM solutions.

## 5. Editing via App Streaming

Mobile-optimized editing is great, but sometimes it's not enough. There are certain functions that are very difficult for a mobile editor to handle without a mouse and keyboard: examples include altering a pivot table in a spreadsheet, tracking changes in a document, or manipulating complex animations in a presentation slide.

For those tasks, what users really want is the classic desktop application itself: Word, PowerPoint, Excel or their equivalents. Enabling users to stream those apps, from an on-premise server or via the cloud, is key to fulfilling the complete array of mobile productivity needs. This ability ensures that users can do whatever they need to with their files – and that they're not tempted to do anything insecure to get their work done.

## 6. Sharing

Once a user is able to do what she needs with her file, the final step in enabling true mobile collaboration is to enable her to easily share her work. Sharing tends to take three main forms:

- Sharing a file with other colleagues or external parties (if the user is permitted to do so)
- Sharing annotations made on a file, which should be viewable on any device
- Syncing edits back to a system of record, such as SharePoint, an enterprise content management (ECM) system, or a shared network drive

MCM and EFSS solutions should address all of these scenarios.

## Deploying a Solution Securely

There are two essential strategies for deploying a file mobility solution:

- Implement one solution that has all the capabilities users require, or;
- Implement multiple apps and an EFSS solution, using an enterprise app store and a mobile application management tool to secure the content as it flows in and out of the productivity apps and the EFSS app.

The former approach has the advantage of simplicity. It is easier to implement, manage and secure. The primary drawback is that it constrains choice to some extent; fewer vendors have a full range of capabilities to offer customers when it comes to mobile file productivity. If your organization chooses a solution that lacks an important capability, then incorporating elements of the second approach becomes necessary.

The second approach allows for greater choice, but suffers from an inferior security model and imposes more user-experience challenges as users (and their files) move between apps to get work done.

A typical organization also faces several additional decision points:

- Do we want to deploy a solution on-premise, in the cloud, or as a hybrid?
- Are advanced security controls required? For example, are users sharing confidential files, like intellectual property, that warrant embedded persistent controls (i.e. restriction of document copy/paste, print, forwarding)? This way, as files are shared with internal and external parties and across multiple devices they are always protected and tracked.
- Do we need a mobile file solution that can embed watermarks to deter leaks of confidential information (such as unreleased company financials, unreleased product designs in the manufacturing sector, or movie scripts in the entertainment industry)?

If you answered yes to any of these questions, it's time to consider how you'll provide secure EFSS.

Workspaces received the highest score in “Workforce Productivity” and “Centralized Content Protection” in Gartner’s 2017 Critical Capabilities Report on Content Collaboration Platforms.

Workspaces also received the second highest scores in “Extended Collaboration” and “Lightweight Workflow.”

## Security That Stays With Your Files

With BlackBerry® Workspaces, users can safely access, share, sync, and collaborate on even the most sensitive files, using any device — desktop (Windows®, Mac®) or mobile (iOS, Android, BlackBerry® 10).

Work on files in the way that's most convenient at any given time. Workspaces provides a suite of integrated collaboration tools that allow you to view, search for, annotate, edit and share Office, PDF and image files using your mobile device — or do it all using the native apps on your desktop.

BlackBerry Workspaces embeds digital rights management (DRM) protection in your files so your content stays secure everywhere it goes, and you can control users' ability to view, edit, copy, print, download or forward files, even after those files are downloaded or shared with third parties.

Workspaces is the only EFSS solution that provides file-level security combined with a user experience that's as easy and intuitive as any consumer solution. It's also the only solution that encrypts files not just at rest or in transit, but while they're in use.

Deploy Workspaces in the way that best suits your IT environment: cloud, on-premise or a hybrid. Comprehensive tracking of all document activities provides critical information for audit, compliance and business intelligence.

And to ensure that secure data exchange doesn't make more work for IT, Workspaces provides default, self-provisioning authentication solutions and a unique feature known as mixed-mode authentication, which allows different types of users to authenticate in different ways.

## Why Trust BlackBerry for Secure EFSS?

BlackBerry delivers proven security, trusted by thousands of companies around the world, to protect your most important assets — your privacy and your business data.

Why choose BlackBerry for secure Enterprise File Synchronization and Sharing (EFSS)?

- Leading the industry with over 70 certifications to meet your security and compliance needs
- BlackBerry 10 approved by NATO for classified communications up to "Restricted" level (BES®10 and BlackBerry 10 smartphones were the first to receive this approval)
- 16 of the G20 governments trust BlackBerry
- The top 10 largest law firms trust BlackBerry
- 5 out of 5 of the largest oil and gas businesses rely on BlackBerry

Learn more at [www.blackberry.com/workspaces](http://www.blackberry.com/workspaces)

## About Workspaces



BlackBerry Workspaces makes your content secure wherever it travels. With Workspaces, all stakeholders can safely access, share and collaborate on even the most sensitive files, using any device — desktop (Windows, Mac) or mobile (iOS, Android, BlackBerry). By combining a user experience that's

as easy and intuitive as any consumer solution with a unique data-centric architecture (which embeds protection right in your files), BlackBerry Workspaces is designed to meet the needs of your organization, IT team, and users. To learn more, visit [www.blackberry.com/workspaces](http://www.blackberry.com/workspaces).