

# GOVERNMENT AGENCY BOOSTS SPEED AND EFFICIENCY OF TRANSPORT INCIDENT INVESTIGATIONS

BlackBerry enables secure,  
real-time sharing of critical information

## Challenge

The Australian Transport Safety Bureau (ATSB) required a secure mobile device and back-end system which would enable teams to efficiently and securely share critical imagery and text data live from crash and other investigation sites – often in very remote areas. The ATSB wanted to build upon their existing system, scaling up with a solution that incorporated both devices and best in network security. Flexibility was also important, as ATSB recognised the importance of a device that could be used by employees outside of work, without compromising on security.

## Solution

The ATSB equipped nearly all of its employees with BlackBerry 10 smartphones, including BlackBerry Z10 and BlackBerry Z30 devices, operating on BES10.

## The Situation

*Enable secure, real-time sharing of critical information directly from investigation sites*

The ATSB is an independent federal government agency tasked with improving national public safety across the aviation, marine and rail transport sectors. The agency's mandate, which covers all of Australia as well as parts of Asia, requires it to conduct rapid and conclusive investigations of transport incidents – including ship collisions, plane crashes, and rail disasters – in a wide range of locations, including extremely remote or environmentally hostile areas on land or at sea.

Being able to rapidly share data from these locations – particularly high-resolution photographs of time-sensitive evidence at each site – would significantly increase the speed and efficiency of investigations. Given the potential sensitivity of this information, the ATSB needed a mobile platform which could transmit data with utmost security while still allowing for swift, low-latency collaboration within the organisation's network. This would also need to comply with security standards from the Australian Signals Directorate (ASD [www.asd.gov.au](http://www.asd.gov.au)), the peak federal government cyber-security body in Australia. One of the ATSB's main challenges was to find a mobile solution which incorporated not only devices but also network security at its fundamental level. "Keeping mobile platforms secure remains a particularly difficult process, as it's treated as a separate element of mobility rather than something incorporated from the ground up," says Martin Dolan, Chief Commissioner at ATSB.

The ATSB also recognised that the success of any enterprise-wide mobile roll-out would depend on staff being able to use their devices for personal uses – without compromising the security of sensitive data transfers. Native MDM support was deemed a must if the solution was to prove sustainable amongst the Bureau's employees.

## Solution

- BlackBerry® Enterprise Service 10 (BES10)
- BlackBerry® Z10, BlackBerry® Z30
- BlackBerry® Balance™



**“We’ve rolled out the devices on a voluntary basis but almost every investigator at the Bureau has now enthusiastically adopted a BlackBerry 10 smartphone. Not having to bring laptops to investigation sites has been a real plus for the team, and we’ve been able to institute supportive policies like call reimbursements only by using the mobile device management capabilities of BES10.”**

**Martin Dolan**  
Chief Commissioner  
ATSB

### A Seamless Transition to Investigative Agility

Having used BlackBerry smartphones on BlackBerry Enterprise Servers for more than five years, the ATSB chose to upgrade to BES10, equipping its field investigators, managers, and IT support staff with BlackBerry Z10 and BlackBerry Z30 smartphones. The BlackBerry 10 devices allow field teams to not only record safety data on-site by filling in forms and taking high-resolution photographs, but also allow the sharing of this data securely via email with remote personnel and the ATSB database. “Our field personnel are now able to upload observational and photographic evidence instantaneously from investigation sites to the wider teams, meaning we can conduct analysis and identify causes faster and more comprehensively than ever before,” says Commissioner Dolan. “Not only that, but the BlackBerry 10 devices will integrate with our Evidence Tracking System, allowing us to ensure that this high level of collaboration is secure at every channel and end-point.”

BlackBerry devices are certified by the ASD for their robust security and, when managed by BES10, provide end-to-end security against data leakages and access to corporate assets by unauthorised devices. The solution also proved to be highly cost-effective, allowing the ATSB’s device fleet to be replaced and its servers upgraded to BES10 with minimal cost.

“The ease of migration has itself helped us drive significant ongoing savings across our operations,” Commissioner Dolan said. “Not having to worry about compatibility between devices and back-end platforms – particularly when it comes to securitising the communications between the two – has been a boon for both our IT teams and the Bureau’s bottom-line.”

### Strong employee support

The BlackBerry 10 devices have also been embraced by the ATSB’s employee base, with staff praising the form factor of the BlackBerry touch-screen devices and reliable performance in even the most challenging of locations. The ATSB’s support of personal use of the device is enabled by BlackBerry Balance technology, which is built-in to devices’ user interface to secure corporate applications and data separately from personal content.

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### Scalable to Future Tech

The BlackBerry solution will also underpin the ATSB’s technology strategy over the coming years, including plans to live-stream video from investigation sites and potentially support more device types, including tablets, within the organisation. BES10 already offers multiplatform support, allowing enterprises to securely manage a range of operating systems and device types within a single IT framework.

“When you’re dealing with the safety of Australia’s transport network, you need to be constantly striving to deliver faster and more insightful conclusions, and having an agile technology platform is a big part of that,” said Commissioner Dolan.

### ATSB’s Results

- More seamless and effective investigation process
- Minimal transition costs
- Secured to highest levels of Government certification
- Scalability for future technology enhancements, including live video streaming from investigation sites

### How It Works

- Investigators and corporate assessors take photographs and input text-based observations to their BlackBerry 10 devices once they arrive on site
- Field teams then share this data with their offsite counterparts, allowing office-based IT and support teams to expedite critical analysis and research
- Data is stored securely on the ATSB’s BES10 servers for future referencing and correlation
- Once off the job, staff can continue using their BlackBerry 10 devices for personal use without compromising the security of corporate data.

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