

GOVERNMENT AGENCY ENSURES SECURITY OF MOBILE WORKFORCE WITH BLACKBERRY ENTERPRISE SERVICE 10

Industry

- Government

Region

- Asia Pacific

Solution

- BlackBerry® 10 smartphones (BES10)
- BlackBerry® Enterprise Service 10
- Secure Work Space for iOS and Android™

A cross-platform solution, managing BlackBerry 10 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 10

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.

Solution

The ANAO used BlackBerry Enterprise Service 10 (BES10) to manage a range of mobile devices, including BlackBerry 10, 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 organisations.

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 organisation-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 10, Apple iPhones, Apple iPads and Android devices. While Pettigrove and his team were impressed with BlackBerry’s device offerings and the enhanced security



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Gary Pettigrove

Chief Information Officer
Australian National Audit Office



and productivity they could provide, they also recognised 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.

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Seamless Upgrade Process Hits the Mark

Pettigrove says he was impressed with the ease and speed of transition to the new BES10 platform. “In the course of a few short months, we accomplished a migration strategy which involved cross-platform demonstrations on Android and iOS devices, containerisation, and the roll-out of BlackBerry 10 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 from BES5 to BES10, as staff became aware of the significant improvements to the platform.

“Our IT staff were given a demo of BES10 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 BES10 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 from BES5 to BES10 with BlackBerry EZ Pass.

BES10 Facilitating Greater Access and Efficiencies

According to the ANAO, BES10 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 BES10 to mobilise a number of Line of Business solutions, such as travel expenses and database access.

“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 BES10,” said Pettigrove.

Around 40 ANAO staff also opted for BlackBerry 10 handsets. Following the BES10 rollout, a survey of ANAO staff revealed that IT user satisfaction increased 15 per cent. 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, managed by BES10.

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, end-to-end, all devices across all platforms. For us, only BlackBerry and BES10 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 from BES5 to BES10 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 BES10 rollout

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