

GLOBAL LAW FIRM IMPROVES COLLABORATION AND SECURITY WITH BLACKBERRY

Industry

- Legal

Region

- EMEA

Solution

- BlackBerry® Enterprise Service 10 (BES10)
- BlackBerry® 10 smartphones

Clyde & Co is a global law firm specializing in corporate law. It has more than 1,400 lawyers in 37 offices around the world. The firm is focused on core sectors, including aviation, energy, infrastructure, insurance, marine and trade. Clyde & Co advises corporations, financial institutions, private individuals and governments across a wide range of transactional and contentious matters.

The Challenge

Clyde & Co started as a small law firm specializing in aviation and has grown very rapidly in the past few years. The firm needed an enterprise mobility management (EMM) solution that could integrate with its current system, while enabling Clyde & Co to deliver an even better user experience to employees.

Staff members at Clyde & Co rely heavily on business applications to perform their jobs. “The logistics of a hardware change are challenging, but there’s a cultural side to a change of software that has a much deeper impact on the business,” explained Aaron Donaldson, 3rd Line Support Team leader at Clyde & Co. “It’s actually harder to switch apps than devices, so we needed a tool that could run the apps we were used to — like the BigHand digital dictation app, or the Enterprise IM app — but with a better interface and more features.”

Security was another major consideration for Clyde & Co’s EMM solution. “As a law firm, we have highly confidential data to protect, so security has to be our number one priority,” said Donaldson. “At the same time, we needed to ensure our employees had the best tools and the best possible user experience to do the job.”

The Solution

A long-time customer, Clyde & Co had previously selected BlackBerry® Enterprise Server 5 (BES5) for its mobility solution and deployed 1,400 BlackBerry® OS7 devices throughout the company. This deployment met several of the needs of the firm, including giving employees access to key business applications, such as Microsoft Office Communicator, mobile access to the document management system, digital dictation and disaster recovery software.

When it came time for an upgrade, Clyde & Co opted to remain on the BlackBerry platform and selected BlackBerry Enterprise Service 10 (BES10) and BlackBerry 10 devices because mobile security continues to be of utmost importance to the company.

“BlackBerry 10 provided me with the assurance that my business estate is protected because I have AES encryption, remote wipe and the ability to run essential apps on a secure and resilient platform,” explained Donaldson.



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Aaron Donaldson
3rd Line Support Team leader
Clyde & Co

Clyde & Co worked with Appurity, an IT consultancy specializing in mobile enterprise data access, to help the law firm integrate BES10 into its business estate. “As soon as the BlackBerry Z10 was launched, we called Appurity and asked them to come in and put up a new server so we could test that device,” said Donaldson. “They’ve helped us with some other deployments and they gave us the confidence to go with BlackBerry Enterprise Service 10.”

The law firm is now using BlackBerry Enterprise Service 5 to manage its legacy OS7 devices and BES10 to manage its BlackBerry 10 devices. The firm will gradually move all of its older devices over to BlackBerry 10 as soon as all applications are compatible.

Using BlackBerry simplified the integration and management of the two systems. “With BlackBerry 10 I know that I can manage all corporate devices through a single platform and management console, and I can rest assured that my company’s stringent security measures are met,” said Donaldson. “BlackBerry has also kept the look and feel almost identical to the previous versions of BES, which has made it easy for us to adapt to.”

The Benefits

The BlackBerry 10 devices support a wide range of Clyde & Co’s productivity-enhancing apps and offer employees an array of smartphones for different types of users. “We’re especially eager to provide our partners with the BlackBerry Q10 and Q5,” remarked Donaldson. “They seem like a natural replacement for the BlackBerry OS7 devices that make up the majority of our fleet.”

Users have been quick to adopt the device’s intuitive and familiar interface. Commonly used apps, like Enterprise IM For Microsoft® Office Communications Server and Lync Server, run seamlessly on BlackBerry 10, and users now have more features they can access. “The feedback on the new devices has been extremely positive,” noted Donaldson. “People are realizing that it’s not just a great consumer product but it’s designed for business too.”

The integration and installation of BES10 was also a painless process for the IT department. “Transitioning to BES10 has been so easy,” reported Donaldson. “We created a security policy in about 10 minutes. The console is very well laid out. There were practically no growing pains.”

With BlackBerry, Clyde & Co has the level of security it needs to protect its clients, and IT has the controls it needs to nimbly manage its mobile devices.

Key Benefits

- Seamless integration with existing BES5
- Broad app support
- Familiar interface for users
- Enhanced security

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