LOCAL GOVERNMENT BALANCES SECURITY AND FLEXIBILITY WITH BLACKBERRY

Industry:
Government/Public Sector

Region:
EMEA

Company Size:
Small

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

With a population of more than 25,000 people, the City of Beuningen lies in the eastern Netherlands and covers the towns of Beuningen, Ewijk, Winssen and Weurt. The local government is led by the mayor and supported by aldermen and civil servants.

THE CHALLENGE

Beuningen City Council is responsible for managing projects, improving infrastructure, controlling finances and meeting the needs of the community.

"Our employees need to be accessible to the community," says Gerard Paans, Automation Coordinator at Beuningen City Council. "They need to ensure roads are in good condition, streets are clean, recreational and cultural spaces are maintained, and strategies are in place to react quickly to emergencies such as flooding."

Council workers must be able to reliably communicate with each other, regardless of their location. "Our employees need mobile devices that enable productivity and are well-suited to support their business and personal needs. There was also demand for us to support a broader range of devices like tablets, so that our employees could have more flexibility to do their jobs," said Paans.

"As a government entity, any device we allow staff to use must be in compliance with government regulations to ensure we do not compromise the security of sensitive financial and legislative information."

The City Council needed a robust mobile solution that would support constant communication across a range of corporate-owned devices, providing employees with the tools to be productive and the Council with government-grade security to meet regulations.

"With BlackBerry Balance, staff members can separate work and personal content, providing councilors with the freedom and privacy they want, while delivering the security and management needed to secure the business portion of the devices."

Gerard Paans
Automation Coordinator, Beuningen City Council

THE SOLUTION

As an existing BlackBerry® customer, Beuningen City Council valued the high level of security and control BlackBerry provided. The Council's IT department began exploring solutions that would support a multi-device corporate owned, personally enabled (COPE) mobile strategy.

"We looked at solutions by MobileIron and Sophos but after extensive research, the latest BlackBerry Enterprise Service (BES) stood out because of the simplicity of the migration and its multi-platform device management capabilities," explained Paans.

Upgrading to BES was a straightforward process for the Council. "We now manage a number of BlackBerry devices as well tablets running iOS through a single management console. Employees can now work and communicate almost as effectively on the move as if they were at their desks," noted Paans. "With Documents To Go, employees can view and edit plans and reports from any location."

BlackBerry Balance technology enables councilors to attend to their personal lives while putting in long hours at the office. "With BlackBerry Balance, staff members can separate work and personal content, providing councilors with the freedom and privacy they want, while delivering the security and management needed to secure the business portion of the devices," said Paans. "It also prohibits users from accessing Beuningen City Council resources, such as emails and contacts, when using the personal space. This keeps the Council's network secure from potential cyber threats such as viruses and Trojan malware."

For those Council members using iPads, the Secure Work Space container, which has Federal Information Processing Standard (FIPS) certification, enables the Council's IT team to configure, secure and wipe sensitive data should devices be lost or stolen. Data Leakage Prevention (DLP) also ensures work information cannot be shared outside the Secure Work Space.

BEUNINGEN CITY COUNCIL'S BENEFITS

Device flexibility and freedom is enabling the councilors to work remotely without delaying deadlines or impacting productivity.

"As a heavily regulated government organization we cannot afford to risk compromising data, but at the same time we appreciate the importance of arming employees with the best technology to do their jobs," said Paans. "The multi-platform capabilities of BES have enabled us to begin incorporating a mix of devices into our COPE strategy, which is something we are keen to continue exploring further, and as a result our employees can now work effectively inside and outside the four walls of the office."

The security of BES has also provided employees with the freedom to download and use personal apps and social media. "We're representing the interests of our community, so it's essential that we can interact with local residents and collect their feedback," said Paans. "With our BlackBerry solution, we can have that contact, while still adhering to the government's rigorous security requirements."

All apps can be deployed, managed and monitored across all of the Council's BlackBerry and iOS devices through the unified BES console. The platform is purpose-built for security

to deliver the best protection for work content, whether that content is on the devices or and in transit traveling through networks. It not only protects against data leakage and unauthorized devices accessing corporate assets, but provides end-to-end data encryption through a single outbound port for all communications, removing the need for additional VPNs.

The time savings for deployment and upgrades have also been a valuable benefit to Beuningen City Council's IT staff. "BlackBerry manages upgrades automatically, which simplifies the management process for the IT team and frees them up to focus on more strategic tasks," said Paans. "It has also made registering new devices far easier. It's all very fast and we no longer have to train employees on how to use the device."

Beuningen City Council is now working with several other local councils to make BES the new management platform for their mobile devices.
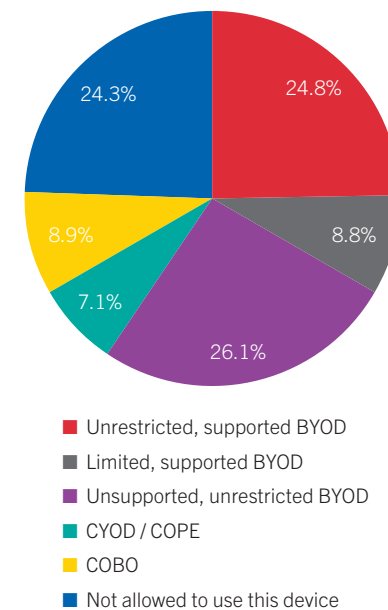
"Now that we know how straightforward and secure it is to manage our devices through the BES platform, we are ready to explore a far bigger deployment," said Paans.

KEY BENEFITS

- Improved employee communications.
- Multiplatform device management.
- Secure and encrypted communications.
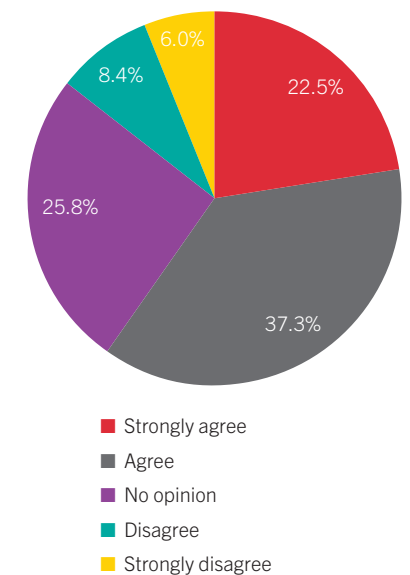- Remote management capabilities.
- Simplified device management.

CURRENT SPREAD OF ENTERPRISE MOBILE PROVISIONING STRATEGIES

How does your employer provide you with a smartphone to use at work?

- 24.8% / 24.3% / 8.9% / 7.1% / 26.1% / 8.8%

- Unrestricted, supported BYOD
- Limited, supported BYOD
- Unsupported, unrestricted BYOD
- CYOD / COPE
- COBO
- Not allowed to use this device

EMPLOYEE ATTITUDES TO COPE ARE LARGELY FAVORABLE

"If my company provided me with a smartphone or tablet of my choice, to be used for personal as well as work purposes, I would see this as a perk."

- 22.5% / 37.3% / 25.8% / 8.4% / 6.0%

- Strongly agree
- Agree
- No opinion
- Disagree
- Strongly disagree

Source: Ovum, "Beyond BYOD: How Businesses Might COPE with Mobility", May 2014