ARGENTINIAN SECURITY SERVICES COMPANY RELIES ON BES FOR SECURE CROSS-PLATFORM MOBILITY MANAGEMENT

Industry:
Security Services

Region:
Latin America

Company Size:
Large Organization

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

With over 4,000 employees, G4S Argentina provides effective solutions for the development of processes and technologies in service and security systems across the country. G4S Argentina is a subsidiary of G4S, the largest global company specializing in the provisioning of security products, services and solutions for industry sectors and countries where security risks are considered a strategic threat.

With more than 620,000 employees worldwide, G4S offers security and automation systems, monitoring and response solutions, security personnel, executive protection and consulting in 125 countries across many continents. G4S delivers their services to the corporate sector in industries such as oil & gas, heavy industry, mining, logistics, government, air navigation and others.

THE CHALLENGE

G4S Argentina offers security services in sensitive environments, and as a result, their own standard for data access and handling of information is very high. The company needed a way to secure company data by keeping each user's corporate data separate from their personal data.

As a result of a Bring Your Own Device (BYOD) policy at G4S Argentina, more and more smartphones of all kinds were requested to be added to the IT infrastructure and therefore had to be integrated by the IT department. The most important element for G4S Argentina was not the smartphone device model or operating system, but the ability to separate personal and work profiles.

"The company is in alignment with the latest international standards for information security management and therefore we have to focus on container solutions for our mobile workforce to keep work and personal profiles separate," explained Rafael Acosta, Manager IT, G4S Argentina.

THE SOLUTION

G4S Argentina had already relied on BlackBerry as a strategic partner for mobile device management (MDM) with their existing mobile workforce. Looking at the challenges with increasing BYOD demand, as well as requiring a container based solution, the company decided to upgrade to the latest BlackBerry Enterprise Service (BES) to support BlackBerry, iOS and Android devices. BlackBerry Balance technology and Secure Workspace for iOS and Android ensure the separation of personal and work data. BlackBerry's highest security standards, inherent to the BlackBerry platform, were a major driver in the decision to upgrade.

The adoption of BES was seamlessly implemented in less than 72 hours. One of the initial improvements for G4S was the ability to guarantee information security to all employees while mobilizing operations.

"One of the many reasons we chose to upgrade to BES was the high level of security it offers for our mobile communications needs worldwide," said Rafael Acosta, Manager of IT, G4S Argentina. "The BlackBerry solution also fulfills the regulatory requirements of the many industry segments we are operating in. BES gives us the flexibility to effectively and securely manage BlackBerry as well as iOS and Android devices."

G4S ARGENTINA'S BENEFITS

Migrating to BES has enabled G4S Argentina to enhance productivity and responsiveness of their sales force without compromising security policies. One of the most positive changes was a 70 percent increase in speed and efficiency in salesforce response times. "This is very important because our employees are often operating outside the regional headquarters when servicing clients across Argentina," said Acosta. "BES is the tool we use to keep our workforce connected and to access critical data."

BES is also a multi-platform solution, allowing G4S Argentina's employees to connect BlackBerry, iOS or Android devices to the company's mobile environment. This allows employees around the world to choose the device they feel mostly comfortable with. "We have been users of the BlackBerry platform for many years and with our migration to the latest version of BES, we are achieving the best results for the corporation in terms of mobile security, independent of the device our employees prefer to use," said Acosta. "With BlackBerry Balance technology, or Secure Work Space for iOS and Android, the user experience can still be extremely rich in terms of apps in the personal space. At the same time the corporate security policies in the workspace environment stay intact."

KEY BENEFITS

- 70 percent increase in speed and efficiency of salesforce response times.
- Flexibility to effectively and securely manage BlackBerry, iOS and Android devices.
- Separation of work and personal data across device platforms.

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Rafael Acosta
Manager of IT, G4S Argentina