A cross-platform solution, managing BlackBerry 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.
“When we reviewed the BES platform, it armed us with the confidence we needed to retain a cross-platform choice for people. Choice is essential, but organizations need to ensure they have the back-end security in place, which BES provides. The ability to use the solution across multiple devices was a key consideration, as was the high level of security it offers.”

Gary Pettigrove
Chief Information Officer, Australian National Audit Office

SEAMLESS UPGRADE PROCESS HITS THE MARK

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

“Our IT staff were given a demo of BES 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 BES 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 to the latest BES with BlackBerry EZ Pass.

BES10 FACILITATING GREATER ACCESS AND EFFICIENCIES

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

CUSTOMER RANKING OF SECURITY PERFORMANCE OF DIFFERENT MOBILE DEVICE MANAGEMENT (MDM) SOLUTIONS

<table>
<thead>
<tr>
<th>BES10</th>
<th>Mobile Iron</th>
<th>Good</th>
<th>Citrix</th>
<th>Fiberlink</th>
<th>Airwatch</th>
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“‘Of course, the ANAO 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 all devices, end-to-end, across all platforms.”

For us, only BlackBerry and BES 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 to the latest BES 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 BES rollout.