

## Case Study FINANCIAL SERVICES

BDC Banks on Mobile Policy Management from Trellia for Secure and Flexible Mobility



Business Development Bank Of Canada (BDC).

### Challenge

Allow mobile workers to use corporate and public Wi-Fi without violating strict network and data security policies.

### Solution

Enable IT to centrally automate and enforce mobile security policies that ensure secure use of corporate and public Wi-Fi.

### Result

Expected productivity improvements and cost savings associated with secure Wi-Fi used in compliance with corporate IT policy.



BDC is Canada's business development bank. From 100 offices across the country, BDC promotes entrepreneurship by providing highly tailored financing, venture capital and consulting services to entrepreneurs. BDC was named among Canada's Top 100 Employers in 2007, 2008 and 2009.

"Due to the sensitivity of the customer data we handle, BDC has very strict IT security policies in place. For example, Wi-Fi was entirely disallowed prior to deploying Trellia," says BDC VP IT Chantal Belzile. "Increased demand from our mobile and remote workers forced us to reconsider how to allow Wi-Fi. We needed a solution that could enforce IT policies that ensure security while giving our workforce the flexibility they require."

### Challenge

Increasing internal demand for Wi-Fi compelled BDC's IT department to reconsider a strict no Wi-Fi policy. IT needed a way to enable mobile workers to use Wi-Fi without compromising data security or corporate policy compliance.

As a financial institution, one of BDC's top priorities is network and data security. The no Wi-Fi policy was instated to protect customer's financial data from risks such as eavesdropping, man-in-the-middle attacks or network bridging. This enabled BDC to mitigate the risk of allowing administrator rights for users with corporate laptops, as would otherwise be required for Wi-Fi access. To enforce the no Wi-Fi policy, IT either ordered laptops without embedded Wi-Fi or disabled Wi-Fi through the laptop image.

Despite the policy, BDC's growing number of remote or mobile executives working from home, on the road or at customer sites demanded Wi-Fi access. They felt the strict security policy was a barrier to productivity and a major inconvenience. As a result of end-user pressure, BDC's management mandated that a solution to provision Wi-Fi be found.

"The pressure was on IT to make wireless access happen without compromising our security." says BDC VP IT Chantal Belzile.

### Solution

Trellia's Mobile Policy Manager was evaluated alongside five other solutions for BDC's IT policy enforcement requirements. Key directives BDC needed to enforce before allowing Wi-Fi were network selection priority, network bridging prevention, corporate VPN enforcement, automation of proxy settings and disabling administrator rights on laptops.

BDC selected Trellia's solution for its ability to allow IT to centrally manage, enforce and automate mobile policies without user intervention. Through Trellia's software, BDC created a policy that prioritizes and automates network authentication to LAN first, then Wi-Fi when LAN is unavailable. This policy enabled IT to maintain administrator rights disabled on user laptops while allowing them to use Wi-Fi. To address network bridging risks, IT implemented a policy that restricts users to one active network connection at any given time. With Trellia controlling the laptop NIC and Wi-Fi radio, Trellia's policy enforcement ensures the Wi-Fi radio is off when LAN is in use and that LAN is disabled when Wi-Fi is in use. In addition, a VPN policy automates VPN authentication on public networks and all Wi-Fi, while ensuring that split tunneling is disabled. BDC also deployed a policy to automate configuration of proxy settings as mobile workers switch between different networks.

"Trellia's ability to integrate into our existing infrastructure was an important advantage," says BDC Director of IT Service Delivery Daniel Dube. "It gave us an option that would avoid overhauling our network infrastructure or migrating to a vendor's proprietary technology. The ease and speed of deployment saved us time, avoided unnecessary costs and improved the overall project return."

BDC initially deployed Trellia in a desktop replacement program for executives and support staff that required remote access to corporate resources from their homes. These employees were given a laptop with Wi-Fi enabled. BDC also deployed Trellia to enable public Wi-Fi use for mobile workers spending time on the road, particularly at hotels where in-room Wi-Fi has replaced wired access. In both cases, user productivity was improved while avoiding a spike in support calls about network access or related security policies.



### Result

" BDC expects Trellia's mobile policy management and enforcement solution will help improve workforce productivity by enabling us to allow Wi-Fi without compromising security."

" An effective mobile policy program is really the best way to achieve the competing objectives of IT security and mobile freedom."

**Chantal Belzile**

**VP IT**

Business Development  
Bank Of Canada

#### Trellia Networks

100 Alexis-Nihon, Suite 770  
Montreal, Quebec,  
Canada H4M 2P3  
Tel.: +1 514.747.5222  
Fax: +1 514.747.7375  
Toll Free: 1-888-4-Trellia  
info@trellia.com

#### About Trellia

Trellia is a leading provider of Mobile Policy Management (MPM) solutions. The software enables organizations to achieve flexible, secure and cost-effective workforce mobility. Through Trellia's Mobile Policy Manager, IT can centrally manage, automate and enforce mobile policies. To learn how you can cut costs and eliminate security risks visit [www.trellia.com](http://www.trellia.com)



[www.trellia.com](http://www.trellia.com)