

## Case Study LAND & REAL-ESTATE DEVELOPER

Carma Developers breaks new ground with secure and simple mobile workforce solutions from Trellia & Bell Mobility



### Carma Developers Challenge

Provide mobile executives and site managers a secure, simple mobile experience under IT policy control.

### Solution

Ensure seamless mobility between office and field environments while enforcing secure 3G network use when outside the corporate network.

### Result

Carma's mobile workforce is more productive and IT is confident that security is maximized at all times.



Carma's purpose and passion is developing communities that people love to live, play and work in. It is known industry-wide as a land developer that works with passion and integrity, creating communities where people have the opportunity to interact. Carma has been in business for 50 years and has experienced unprecedented growth since the late 1990s.

"As Carma continues to expand rapidly, we need to deploy technologies that support and accelerate our growth" says IT Operations Manager, Randy Black. "Much of the work we do is done in the field, so mobility strategies are at the heart of our IT operation. Our recent deployment of Bell 3G data cards for our mobile executives and site managers required a solution to ensure a simple and secure mobile experience".

### Challenge

Carma needed to deploy and enforce a standard, secure form of network access for its mobile executives and site managers working outside their corporate perimeter.

As a land development firm, much of the action at Carma happens outside the corporate campus. The two most mobile user groups within the organization are executives and site managers who need simple and secure mobile access. Switching between different networks throughout their daily travels often represents a challenge both in connecting to the best available network and ensuring the relevant security policies are respected. The recent addition of 3G service required additional end user interaction with new data card software and added another choice to the selection of the best available network.

Randy Black understood the usability challenges that adding a new access service and corresponding security policies could raise. "Our user groups have little to no IT background and limited time for training or ongoing support. We knew that deploying 3G data cards would deliver on increased productivity and end user convenience but needed a way to implement efficiently and minimize any business disruption going forward".

As with most companies, compliance to IT security policies is also a major concern with respect to the mobile workforce. "We needed to address policy enforcement without affecting the convenience our mobile workforce expects" said Randy Black.

### Solution

Trellia's mobility platform was considered for its ability to enforce use of IT sanctioned networks and provide a seamless, zero-click end-user experience. Carma had previously allowed access to a variety of public networks but wanted to standardize on Bell's 3G network to ensure both ease of use and security. "I was impressed that the solution would automate and enforce network selection while end users moved from the office network onto 3G - this eliminated confusion and simplified support. It meant users would spend less time trying to connect to networks or getting support."

The IT team felt confident that security was maximized with the solution enforcing IT policies on end user devices. For example, site managers could only use the encrypted 3G/CDMA network when outside the office. Trellia's mobility platform enabled locking down of all other networks when mobile workers needed to leave the corporate campus. This ensured that unsecured Wi-Fi and other public networks could not be used.

Carma also identified benefits around reducing end-user training, documentation and IT resourcing for deployment of new access technologies. "We immediately saw how the solution was going to facilitate our 3G data card deployment and future policy updates". Through Trellia's policy manager, access rights and corresponding policies could be defined and provisioned centrally. And with Trellia on the device making network selections and automating policies, end-users no longer required training on these issues. This rapid deployment capability would allow IT resources to focus their attention on the next set of business requirements.

"Having unified connectivity management on the end-user device will make an impact on the support burden we face. Troubleshooting different access scenarios using different software was tricky and time consuming. With a single platform to unify all laptop connectivity we can diagnose and resolve issues much faster than we would previously, resulting in time savings for both IT and the end-user affected" says Randy Black.

Within a short evaluation period, Randy Black was convinced that Trellia's mobility platform was a perfect fit and began deployment to his mobile workers. Using Trellia's centralized IT policy management console the network prioritization rules were defined and policies by network and user group were applied. The IT team then remotely pushed these configurations out to their mobile workers ensuring compliant mobility across the organization.



### Result

"Within a few weeks of deployment we have already seen how the combined Bell 3G and Trellia solution is increasing our end users' ability to work effectively in the field."

"Trellia helped us translate our policies from documents into an automated process on the mobile device. We believe this enforcement capability is an effective way to dramatically reduce security risks associated with a lack of IT policy awareness or negligence".

**Randy Black,**  
IT Operations Manager  
Carma Developers

#### 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 – Securing Mobility

Trellia is a leading developer of easily deployable enterprise mobility management solutions. The software empowers organizations of all sizes to unleash mobile workforce productivity without compromising security while reducing the cost and complexity of mobility. Trellia provides seamless connectivity to the end-user and allows IT to centrally control security and compliance. For more information, visit [www.trellia.com](http://www.trellia.com).

