

Case Study FINANCIAL SERVICES

EDC Boosts Global Mobile Workforce Productivity with Trellia Mobility Platform



Export Development Canada Challenge

Improve the productivity of a global mobile workforce by enhancing the end user experience across a multitude of network access scenarios.

Solution

Automate network prioritization, connectivity and security policy compliance processes for mobile workers globally.

Result

The mobility experience is far simpler for end users resulting in greater productivity for them and a reduced support burden for the IT group



Export Development Canada (EDC) is Canada's export credit agency, offering innovative financing, insurance and risk management solutions to help Canadian exporters and investors expand their international business. Every year, EDC's products, services and knowledge are used by nearly 7,000 Canadian exporters and investors, in up to 200 markets worldwide. With a workforce of about 1,100 in regional offices throughout Canada and the world, it is essential that EDC employees have the flexibility, security and ability to interact efficiently with each other, as well as their customers and 3rd parties, regardless of location.

"We needed to equip and support a large global mobile workforce using a multitude of access technologies across a variety of local scenarios" says Dave McNulty, EDC's Telecommunications and Desktop Services Manager. "Our mobile workers are mainly financial advisors, insurance experts and consultants, all require remote access to corporate applications, files, e-mail, video conferencing and collaboration tools when visiting customers or on the road. EDC needed a solution that would simplify mobility for our end users to allow them to be more productive and reduce mobility related IT support calls in the process."

Challenge

EDC's Infrastructure and Operations (IT) group wanted to improve their mobile workforce's user experience across a multitude of access technologies operating in approximately 200 markets worldwide.

These mobile employees are mainly financial, insurance or business consulting professionals, who spend much of their time moving between a corporate network, on the road or onsite with their customers throughout Canada and the world. All use corporate applications, files, e-mail, video conferencing and collaboration tools that require connectivity to the best available network. As new mobile initiatives were rolled out, such as the deployment of tablet PCs and Bell EVDO data cards for the Canadian workforce, the need to automate network selection, authentication and VPN usage was identified. The growing complexity of network access choices, connectivity software and devices, IT policy compliance and support needs were impacting their productivity.

Improving the end user's mobile experience ranked high on EDC's list for both worker productivity and IT support. "We knew that by simplifying connectivity for our mobile workforce we would see an increase in productivity and improvement in managing mobile costs" said Dave McNulty.

Solution

EDC originally considered Trellia's mobility client alongside their deployment of Bell EVDO data cards. "We are always looking for ways to provide tools to enable our mobile workforce to service customers in real-time. As a result, we decided to deploy data cards to all national offices".

"We wanted to leverage Bell Mobility's Smart Connect, built by Trellia, to manage both national and international data cards and quickly realized its value to provide seamless convergence across all networks. "Its support for LAN, Wi-Fi, and 3G would consolidate all network selection and authentication into a single user-friendly application. The seamless network switching and zero click automation of policies provided EDC a dramatic improvement in the end-user experience.

Trellia's solution also allowed the IT group to create, transparently deploy and enforce a variety of policies using the centralized policy manager. These were then automated for the end user by the mobility client. Among the policies were network selection prioritization rules based on location, security levels and cost; VPN use on public networks including EVDO and disabling simultaneous connections to prevent bridging. "We also used the policy manager to eliminate the risk of 3G roaming costs by creating a policy to control WWAN roaming when outside Canada. The ability to use a single platform to create policies and deploy them remotely to a global workforce was one of the big advantages."

EDC decided to deploy the complete Trellia solution as a result of a successful pilot. EDC's strategy is to expand deployment beyond data card users to all mobile workforce platforms.



Result

" The solution allows EDC's mobile workforce to enjoy seamless mobility both inside and outside of the enterprise in a secure and managed fashion. The solution enabled a user-friendly convergence of the office LAN, office WiFi, home network, public WiFi and Global 3G networks which was not previously possible. Finally, the integration with our existing VPN infrastructure and the benefit of a consistent interface significantly reduced the impact on end-user support and training."

Dave McNulty,
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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.

