

Case Study PROFESSIONAL SERVICES

Leading North American accounting firm increases productivity of mobile workforce while improving security with solutions from Trellia Networks & Bell Mobility.



Soberman LLP, Chartered Accountants.

Challenge

Improve the productivity of mobile service team members in the field, while strengthening mobile security through IT policy compliance.

Solution

Enable IT to centrally configure and enforce network selection and usage security policies while seamlessly automating these processes for the mobile worker.

Result

Soberman's service teams are more productive while outside the office and IT is confident that the organization's data is more secure.



Established in Toronto in 1958, Soberman LLP is a highly-respected public accounting firm and is currently ranked as one of the premier chartered accounting firms in Canada. Soberman provides a complete range of high quality financial and business advisory services to a diverse client base throughout Ontario and beyond. To achieve excellent customer service and cost-effective results Soberman's service teams leverage leading edge technology.

"To stay ahead and accomplish more for our customers we have relied heavily on mobile technologies and recently decided to deploy 3G data cards to our service teams", says Soberman's Senior Network Engineer, Robin Persaud. "And while continued innovation is central to our success, we constantly strive to maximize our customer's data security while simplifying the deployment and use of new technology for our workforce. We needed a solution that would allow us to address these two, often conflicting, objectives of security and usability."

Challenge

Soberman needed to improve their service team's productivity by enhancing their mobile experience and simultaneously increasing security.

Highly mobile accountant service teams often work with sensitive corporate data outside the office, at customer sites, from home or on the road. 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. Adding 3G data cards would create another option for end-users and require an additional set of policies. On a given day, an accountant in the field would have to contend with at least three connectivity utilities and remember to comply with a handful of IT policies. So although Robin believed 3G would deliver a big productivity gain, he needed to simplify the mobile experience for his users.

Beyond the initial usability dilemma, there was also strong demand from accountants to use home Wi-Fi which was currently disabled on all laptops at the bios level. Without the ability to enforce wireless security policies and limit access to trusted Wi-Fi networks only, the IT department had decided to err on the side of caution. But a rapidly growing mobile workforce demanding increasingly flexible schedules meant Robin's team would have to find a way to provide these services without creating security exposures.

Solution

Trellia's mobility platform was considered for its ability to consolidate network access and policy enforcement on the end-user device. "Automation and enforcement of best network selection and relevant security policies without any intervention from our end users was a perfect answer to the usability concerns we had", said Robin. Soberman's end-users went from having to contend with different connection utilities, access decisions and IT policies to a zero-click, seamless experience. "This eliminated confusion for the accountants and made my life easy. It means less time spent waiting for network connections to be established and more time invested in creating value for our customers".

"I saw how having a standard solution on all notebooks could reduce our IT support needs. Anyone supporting an expanding mobile workforce using multiple access services, on a variety of devices, using different connection utilities and security software is facing a big challenge". Trellia's automation of access management and policy application reduces the bulk of support calls by removing the end user from a technical process. Additionally, standardizing all access management on the device allows troubleshooting and resolution of issues to occur much faster when needed. This results in time savings for both the IT team and the mobile workforce.

"We also feel more confident that mobile data security has improved now that Trellia ensures compliance with IT policies on end user devices." By allowing Soberman to translate policies, such as use of proxy settings, from paper into an automated process, Trellia transforms previously unenforceable or hard to enforce policies into an operational reality. "We previously disabled Wi-Fi on all laptops at the bios level because we couldn't be sure how and when it would be used. Trellia gave us enough granular control that we could selectively allow and secure trusted Wi-Fi access points only, that we have are deploying it alongside 3G". Soberman is now able to disallow public Wi-Fi, but enable it for home use with specially provisioned access points, as well as constantly enforce bridging prevention.

Additional benefits Soberman realized were an accelerated deployment and reduced IT resourcing for the provisioning of 3G. "By removing the end user from the access process, we avoided the end-user training and documentation we would normally be required to do." Robin was able to easily deploy an air card in a few minutes to any user by simply activating the card on an IT notebook and giving it to the user. Since 3G access had already been allowed using the centralized Trellia Policy Manager this resulted in a plug and play implementation.

Within a short evaluation period, Robin was convinced that Trellia's mobility management platform was a perfect fit and began deployment to all of Soberman's accountant service team members. Using Trellia's policy manager, the network prioritization rules were created and relevant IT policies were applied. For example, Soberman chose to dis-allow 3G roaming to avoid unexpected access costs. The team then remotely pushed the mobile profile out to their service team ensuring fully compliant mobility shortly after completing the initial trial.



Result

"Trellia helped us rapidly deploy 3G and consistently enforce IT policies across all networks, with very little business disruption or drain on IT resources. The enhanced security it has enabled will allow us to leverage Wi-Fi to improve the productivity and work-life balance of our mobile staff."

"We are getting great feedback from our end users who are ecstatic about the seamless experience and our management who translates improved usability into billable hours."

Robin Persaud,
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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.

