



Retail stockbroker meets strict security requirements and controls costs with BlackBerry Enterprise Server Express

Since being founded in 1990, The Share Centre has grown to become one of the UK's most trusted and well-known retail stockbrokers. It provides stockbroker services for private investors, together with a range of share-related services for companies, their employees and shareholders throughout the UK. It is based in Aylesbury, Buckinghamshire.

The Challenge

The Share Centre was faced with two challenges. The first was how to gain better control of its fleet of mobile phones. "The company had a number of individual mobile phones, with individually negotiated contracts, and consolidation of everything into one corporate account was one requirement," says Giles Roberts, IT Infrastructure Manager at The Share Centre.

The other requirement was that some of the company directors wanted push email on their phones. "At that time I couldn't give them push email because none of them had BlackBerry smartphones, and all other solutions were not very good," explains Roberts. He had experimented with mobile email on some of their phones, but was unimpressed with the experience. The data charges were too high and unpredictable, and the devices were slow and awkward to use. They needed a reliable and robust solution to meet the high expectations of their directors.

Most importantly, however, these other mobile email solutions didn't meet The Share Centre's strict security policies. "Keeping our customers' data secure is of paramount importance to our business, especially given we are a financial services company and regulated by the FSA. Therefore the solution they were looking for also needed to have a very high level of security to adhere to the company's policies."

Benefits

Advanced data protection

Remote device wipe

BlackBerry Enterprise Server Express easy to install

Consolidating devices has saved money

The Solution

The Share Centre decided that the best way to solve the twin requirements of consolidation and secure email would be to deploy the BlackBerry® solution. "BlackBerry has the best reputation for security. Mobile solutions are inherently insecure but with BlackBerry we are confident we are secure to the highest level." says Roberts. "Encryption is absolutely essential and being able to wipe a device remotely if it goes missing is a great facility." Centralised management also lets Roberts enforce the company's strict security policies. For example, laptop users aren't allowed to install software on their systems. "BlackBerry allows us to extend this same level of control to the smartphones," says Roberts.

But although the BlackBerry platform offers the level of security and centralised manageability that he wanted, he didn't think he needed all the functionalities of BlackBerry® Enterprise Server. That's when Roberts learned about BlackBerry® Enterprise Server Express, which provides advanced BlackBerry® smartphone features with no additional software or user licence fees.

Today, The Share Centre has deployed BlackBerry smartphones coupled with BlackBerry Enterprise Server Express for Microsoft® Exchange to senior management, to all the directors and a couple of key IT staff. The smartphones are used for voice, mobile email, contacts, calendar and web access.

The Benefits

The Share Centre is very pleased with the BlackBerry solution. According to Roberts, BlackBerry Enterprise Server Express provides, "everything we need. It is very, very similar to its big brother, the BlackBerry Enterprise Server." He describes it as simple to use and simple to configure. "We did the installation ourselves. The IT team read the manual and away it went. It's worked out very well."

The BlackBerry solution has delivered cost savings while the security features have helped reduce the risk to the organisation of potential data leakage. "Because we have encrypted smartphones and people aren't using personal devices, we have total control over where the data goes," says Roberts.

The organisation as a whole has adapted very well to the arrival of the BlackBerry solution. According to Roberts, the users have taken to it very quickly, with little or no training required. Moreover, by centralising device management with one person in the IT department and consolidating billing on a company account, it has reduced the workload for the accounts department without adding workload to the IT department.

Finally, the BlackBerry solution has quickly become an integral part of the way people work. "It has made mobile users more responsive when it comes to email, which is important in a business like ours where real-time access to information is vital. Where in the past people used to hook up their laptops with data cards, and VPN in to download their emails, the whole thing's become so much simpler with BlackBerry," says Roberts.

"As our business grows we'll have more and more people out of the office. With the BlackBerry solution we now have the infrastructure in place to support that growth and development."

www.blackberry.co.uk/casestudies

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