

INCREASED SECURITY IN EMAIL TRANSPORT AND STORAGE WITH S/MIME FOR BLACKBERRY SOLUTION AT MAJOR FRENCH RETAILER



Groupe Casino is best known for its Casino supermarkets, Monoprix urban markets and Géant hypermarkets, and is one of France's leading food retailers, with nearly €29 billion in annual sales in 2008. Operating around the world, it has over 10,000 stores in France, the Netherlands, South America and Asia.

The company first implemented a BlackBerry® solution in 2006 for a wide range of highly mobile employees. To ensure they can respond quickly to rapidly shifting market forces and shopping patterns, managers have to be in constant contact with each other, the company's stores and its suppliers. Their responsibilities, however, require them to often be out of the office and on the road, as Bernard Foray, Director of Information System Security, Groupe Casino explains, "The BlackBerry solution fits into our culture and fills an organisational need. The hallmarks of Groupe Casino are speed and flexibility, and not having access to email can hamper both. The BlackBerry solution enables us to be more mobile while remaining very accessible."

User adoption was enthusiastic and the BlackBerry solution soon became an indispensable business tool that has enabled the company to be highly responsive. Today Groupe Casino has deployed several hundred BlackBerry® smartphones.

THE CHALLENGE

To protect sensitive enterprise information against theft and unauthorised access while preserving Groupe Casino's speed and flexibility, the security and desktop teams equipped the company's PCs with a data encryption tool. They then decided to take the next logical step and strengthen the security level of the company's messaging system. "When you email a file from a PC with an encrypted hard drive you lose the confidentiality provided by the encryption," says Foray. They decided to implement secure email with encryption using the S/MIME (Secure Multi-Purpose Internet Mail Extensions) protocol for some of the Microsoft® Exchange users. But this decision raised an important question: Could Groupe Casino's BlackBerry users send and receive S/MIME-encrypted messages?

THE SOLUTION

One of the main reasons Groupe Casino initially chose the BlackBerry solution was the high level of security it offered out-of-the-box. Wireless data is protected during transmission between the BlackBerry® Enterprise Server and BlackBerry smartphones. To ensure confidentiality, Groupe Casino implemented an IT policy that also included device disabling in the event of a lost or stolen device. In addition, to ensure the availability of the BlackBerry solution, a high-availability infrastructure was deployed for the company's BlackBerry Enterprise Server.

BENEFITS

**DATA PROTECTION
FOR TRANSMISSION
AND STORAGE**

**GREATER PEACE OF
MIND FOR END USERS**

INTUITIVE INTERFACE

**SMOOTH
IMPLEMENTATION
PROCESS**

"The devices are protected by the built-in security of the BlackBerry infrastructure and the security policy we've implemented. As for the data, which used to transit via unsecure devices, we now have a solution that protects the confidentiality of email messages and attachments on BlackBerry smartphones, thanks to S/MIME. I'm now comfortable providing end-to-end data security."

Bernard Foray,
Director of Information System Security,
Groupe Casino

Foray was pleased to discover that the BlackBerry solution was already designed for integration into an S/MIME infrastructure. "Implementing S/MIME across a large system such as ours could have been a laborious project," says Bernard. "So I was delighted to discover that the S/MIME Support Package already existed for the BlackBerry Enterprise Solution we were using." Once we had implemented a Public Key Infrastructure for email encryption with the Microsoft Exchange server, we simply upgraded to the BlackBerry S/MIME Support Package. This enabled us to keep information confidential, whether it's on the PC, travelling over the network or sitting in a user's inbox."

By using S/MIME technology, Groupe Casino would be adding an extra layer of protection. S/MIME provides sender-to-recipient authentication and confidentiality, and helps maintain data integrity and privacy from the time the message is sent until the moment it is decoded and read by the intended recipient, regardless of whether the sending or receiving is done on an office computer or a BlackBerry smartphone.

After the trial, the security team, supported by desktop and messaging teams, began rolling out email encryption to and from the BlackBerry smartphones. "We wanted to make sure it was simple, easy to deploy, robust and easy to use before putting it in the hands of managers," says Foray.

THE BENEFITS

"The idea behind S/MIME is to offer a service to offer higher level of trust and data protection to users – such as HR and Finance executives – who exchange highly sensitive information by email. Now these users can choose to send and receive S/MIME protected messages and attachments using Outlook whether they're at their desk or using their BlackBerry smartphone when they're on the go. S/MIME protects the information during transmission and storage," says Foray. Today S/MIME can be activated for any Groupe Casino's BlackBerry smartphone user.

"Our view is that security doesn't have to be a constraint but a service. We explain to users the value-added service that is offered to them. The response is very positive. The users find the interface to be very intuitive and the S/MIME Support Package has had no impact on the performance of the BlackBerry smartphones," says Foray. "Thanks to the help we received from the team at Research In Motion, the implementation process was very smooth and hassle-free."

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For further information: www.blackberry.com/go/success

BLACKBERRY CASE STUDY
GROUPE CASINO

