Regional Government in Switzerland Implements Secure Mobile File Management

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> **Sebastian Heller, Team Leader for Desktop and Mobile, The Government of Basel-Stadt (GBS)**

In search of mobile file management

The team looked at various products, but found that most wouldn't integrate into organization's existing infrastructure. Then, Heller remembered having seen GroupLogic's mobilEcho® in action during a visit to a large Fortune 500 pharmaceutical company's global headquarters.

Upon reaching out to GroupLogic, he was delighted to see the capabilities that had been added to the product in the year and a half since his initial introduction, and knew mobilEcho was the missing piece he'd been looking for.

Heller oversaw a pilot program that launched mobilEcho for select Basel-Stadt employees in November 2011. When the GBS team officially implemented the technology in January of 2012, it deployed on 60 devices. "*We had to do some planning, but it was very fast. It only took a half hour to install the software and just a few days to integrate it,*" said Heller. "*mobilEcho's ability to dock onto the existing infrastructure made the installation process really simple.*"

The team also decided to run the software through a virtual private network, which eliminated the need to configure firewalls. "*This way accessing files is as easy as reading emails; there is no need for file synchronization, or for the user to change paths,*" Heller said.

Challenge:

Give employees mobile access to files, while preventing security breaches and preserving version control

The Government of Basel-Stadt (GBS) in northern Switzerland was experiencing the same problem that troubles many organizations throughout the world: employees bringing their mobile devices into work—part of the "bring your own device" (BYOD) trend—and using them to access enterprise documents and files. Because of the security risks involved, this created anxiety for the support team at Central IT Services (CIS), an office in the government's finance department that oversees IT management and procurement for the other departments.

"*We have seven different departments, including finance, security and police, health, education, and so on—about 5,000 employees altogether,*" said Sebastian Heller, Team Leader for Desktop and Mobile at CIS. "*We didn't want our documents to be outside our own environment. We needed to manage the data, and at the same time know who was downloading it.*"

Version control presented another challenge for IT. After saving files from various devices to Dropbox or emailing files to themselves, employees would continue to make changes. "*If you printed out a document, you'd find that it was already old,*" explained Matthias Ludin, Chief of Customer and Applications Services. "*Someone had gone ahead and changed it yet again. You'd go to a meeting, and everyone would have a different version of what was supposed to be the same document.*"

Positive results and unexpected benefits

Both CIS and GBS government employees share in the benefits of using mobilEcho. IT Managers no longer need to worry that enterprise documents may be vulnerable to security risks, and users now have direct access to enterprise documents from their mobile devices. As a result, problems arising from multiple versions of documents have been eliminated.

With mobilEcho's ease of use, Basel-Stadt employees are also printing fewer documents, saving the government added costs and conserving resources—an additional benefit that makes everyone happy. *"I go into a board meeting, and no one is using paper anymore,"* Ludin commented. *"Everyone accesses documents from their iPad®."* In addition, there has been an uptake in telecommuting, as people working remotely are now able to use their mobile devices securely. Heller expects to install mobilEcho software on a total of 500 endpoints by the end of the year, as requests for mobilEcho keep rolling in. Surprisingly, some inquiries have even come from employees whose work is not computer-intensive—gardeners who service parks, for example, and individuals who work on the roads—because they, too, need access to server files.

Word has gotten out that GBS has a secure Mobile File Management (MFM) system. *"Other regional governments are coming up to see our solution, and companies are contacting us about MFM,"* he said.

The software is currently only installed on iPad devices, but Heller expects to see a need for iPhone® and Android® MFM support in the near future—and, because mobilEcho is available for these devices as well, there's no doubt what solution he'll choose.

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Note: mobilEcho is now part of Acronis® Access.

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