EMEA BASED SENSITIVE GOV DEPARTMENT

Needing to protect sensitive day-to-day communication.
The customer was worried about its lack of control and the overuse of non-compliant and insecure consumer apps. Public leaks would damage the reputation of their organisation and in some cases may have affected the safety of their staff and general population.

This EMEA based government customer had a large number of the key workers within the organisation who habitually discussed confidential information via their mobile devices. The customer had legitimate concerns about the confidentiality of information communicated using smartphones and tablets and knew that there was no way to control or monitor the flow of sensitive information.

In some areas of the world the customer was concerned about rogue telecommunications operators intercepting calls as well as the wide-spread use of consumer based communications apps while on insecure networks.

Much of the information was highly sensitive and the customer had previously encountered an issue where there was a high likelihood that a number of their organisation’s mobile communications were being hacked. They needed to bring in some level of accountability and control to sensitive comms and not use free consumer apps which could be attacked easily and where information would be uncontrolled.

The customer provided all users with a dedicated Android device for their organisational use. The organisation required a secure communications solution in order to control active risks both at home and for users abroad.
The customer needed a solution to provide secure global mobile communications for key employees as they exchange very sensitive information. The selection criteria were set out as follows:

1. **OPEN-SOURCE ENCRYPTION**
   Salt Communications regularly update encryption libraries to ensure the use of the latest and great encryption on the market. Alternatively we also offered the option to utilise the encryption method of choice for this customer for their deployment.

2. **MDM/EMM PLATFORM**
   The solution would need to integrate with their existing mobile policy, including integration with their existing MDM/EMM platform.

3. **CLOSED CONTACTS**
   The ability to have closed user groups, outside of the end user’s own device address book.

4. **WHITE LABELLING OPTIONS**
   The ability to brand the solution with their own logo ensure full ownership of the system.

5. **SECURE MESSAGE BROADCASTING**
   Provide a multichannel broadcast facility to communicate at different levels of urgency with different groups for organisation wide updates and major incidents.
THE TRIAL

The company trialled the system for 30 days with twenty users using a mix of Android devices. The trial allowed the organisation to extensively test the sound quality of one-to-one and conference calls when users were based in different parts of the world. They trialled message broadcasting, group chats as well as video, image and document transfer between desktop and mobile devices.

THE DEPLOYMENT

The company chose to deploy the live system on premise in their own data center. With many Government bodies, the customer needed to implement an on-premise deployment to comply with regulations. A Salt Communications representative visited the site and installed the solution into the organisation’s own infrastructure. After a few hours, with some tweaks to the configuration to meet the security constraints of the customer’s network, the system was fully up and running. The customer also chose to use a UEM service in order to provide greater security and control to the newly deployed Android devices.

THE BENEFITS

Immediate uptake by end users removed a major area of concern for the management and field team. The organisation’s head of security said,

“The Salt Communications solution provided us with the perfect method of communications for our staff. Our users are often in hostile areas where they need to share information with our HQ. The Salt Communications broadcasting capabilities and image transfer facilities are perfect for situations like this to ensure that all users receive important updates in relation to live events.”