

Regional Swiss Government Implements Secure Mobile File Management

Basel-Stadt creates a secure “bring your own device” environment with Acronis Files Advanced

BUSINESS CHALLENGES

The Government of Basel-Stadt (GBS) in Switzerland was experiencing the same problem that troubles many organization throughout the world: employees bringing their mobile devices into work 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, 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.”

INDUSTRY

Government

KEY CHALLENGES

- Security risks due to employees using their mobile devices to access enterprise documents and files
- Maintaining clear version control without centralized file availability

ENVIRONMENT

- 500 endpoints including iPads, iPhones, and Android devices

KEY BENEFITS

- Eliminated the need for file synchronization or path changes
- Cost and resource savings due to a reduced need for document printing
- Simplified telecommuting process with increased levels of data security

IN SEARCH OF MOBILE FILE MANAGEMENT

The team looked at various products but found that most wouldn't integrate into their existing infrastructure. Then, Heller remembered seeing Acronis Files Advanced in action while visiting a Fortune 500 pharmaceutical company. Upon reaching out to GroupLogic, acquired by Acronis, he was delighted to see the capabilities that had been added to the product since his initial introduction, and knew it was what he was looking for.

Heller oversaw a pilot program that launched Files Advanced for select Basel-Stadt employees in November 2011. When the GBS team officially implemented the technology in January 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. "The 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's no need for file synchronization or for the user to change paths," Heller said.

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**Sebastian Heller,
Team Leader**

POSITIVE RESULTS AND UNEXPECTED BENEFITS

Both CIS and GBS government employees share in the benefits of using Acronis Files Advanced. 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 Acronis' 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 people working remotely. They are now able to use their mobile devices securely. Heller expects to install Files Advanced software on a total of 500 endpoints by the end of the year as requests keep rolling in. Surprisingly, 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 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 Files Advanced is available for these as well, we'll be sure to choose it again.

ABOUT ACRONIS

Acronis sets the standard for [cyber protection](#) and [hybrid cloud storage](#) through its innovative [backup](#), [anti-](#)

[ransomware](#), [disaster recovery](#), [storage](#), and [enterprise file sync and share solutions](#). Enhanced by [AI-based Active Protection technology](#), [blockchain-based authentication](#) and a unique [hybrid-cloud architecture](#), Acronis protects all data in any environment, including physical, virtual, cloud, mobile workloads and applications.

[Founded in Singapore in 2003](#), today the company is trusted by more than 5 million consumers and 500,000 businesses worldwide, including [79 of the top 100 most valuable brands](#).