

# Helping AIB to be leading digital bank in Ireland

**Summary:** With CWSI's guidance, AIB established clear guidelines for Bring Your Own Device (BYOD) for its employees. These procedures allowed end users to safely access corporate data using their own devices where and when they want at work. Our priority was to design a process that maintained strict security guidelines and was watertight where enterprise information security was concerned.

## Background

Increasingly, AIB is operating in a hostile and sophisticated cyber threat environment, evidenced by successful high-profile security breaches experienced by other Banks. This, coupled with heightened regulatory expectations, means that our security capability is critical in supporting the achievement of AIB's strategic objectives.

AIB's Information Security Strategy & Architecture team performed a risk assessment of the bank's current security toolsets in use across the Bank. Based on the outcome of this risk assessment and analysis, several areas for investment were identified, which if left un-remediated will adversely impact the security of the increasingly digitally focused bank.

## The Challenges

At the time, corporate policy had made no provision for company employees who wanted to use smart phones and tablets but they were beginning to be increasingly used as employees brought their own devices into the company and used them as part of their daily work. Rather than attempt to restrict usage of these devices, AIB agreed there was a definite need for their role in the organisation but they would need to enforce stronger technological controls.

To avoid any concerns arising over employees using smart devices within the corporate environment and the challenge of controlling access, downloads etc, smart phones had not been permitted to date. The result of not being able to take advantage of modern technology, resulted in a loss of efficiency. AIB, therefore wanted to address this issue without delay to enable increased productivity, avoiding any compromise to enterprise security and to keep in line with AIB's stringent corporate security policies.

*As a dedicated mobility business CWSI have a unique knowledge in this fast moving specialist area and we would have no hesitation in recommending them.*

**David Cahill**  
Security Strategy &  
Architecture Manager  
AIB

*“The team at CWSI worked closely with AIB to clarify every step of the process and ensure the maximum benefits could be achieved by AIB.”*

## The Solution

The company decided to address this quickly before it escalated and undertook a pilot scheme implementing the MobileIron solution for a small cross group of users on corporate smart devices. Concurrently, a corporate policy design was developed and the pilot group helped to shape this policy to ensure it was robust and future proof.

The result was highly successful. With CWSI's guidance, AIB established clear guidelines for its employees which outlined the when, where and how, end users could use their smart devices to access corporate data. This corporate policy design, in tandem with the user guidelines, enabled the business and drove innovation. In addition to this, AIB had the peace of mind that its information security policies were adhered to and corporate data and information was secured.

David Cahill, Security Strategy & Architecture Manager, AIB explains: “AIB use CWSI as a Mobile Systems Integrator – we find them to have detailed knowledge in the area of mobility and a deep understanding and capability of what's required to deliver large scale mobility projects particularly in the area of security and management.”

CWSI also created training programmes for MDM implementation and enterprise mobility for AIB. The team at CWSI worked closely with AIB to clarify every step of the process and ensure the maximum benefits could be achieved by AIB.

“I found the CWSI training sessions to be clear, concise and well-structured for the target audience. The trainer has an

evident passion for what he does and this makes a big difference when sitting through a days' worth of training material. Questions are encouraged throughout and the trainer is extremely helpful and knowledgeable. Practical examples of real world MDM implementations provide a strong context for all the technical solutions and features discussed. Following completion of the enterprise mobility training, and knowing that CWSI are our trusted mobility partners, I feel confident that, whatever Mobile Device Management challenge our organisation faces, it can be tackled in a structured and comprehensive manner.”  
David Cahill, Security Strategy & Architecture Manager, AIB

## Results & Benefits

### Expanded Applications

As a pilot scheme for integration and BYOD, AIB have been able to build from this transformation, adding many new applications and tools to their mobile working portfolio.

### Docs@Work

Just recently, AIB have installed the upgraded version of MobileIron Docs@Work, which is an application allowing their own employees to easily access and edit business documents from email on their mobile device. Now documents can be accessed with the new stand-alone Docs@Work app. Docs@Work works as a secure encrypted container for opening corporate email attachments. The upgraded version provides users with the ability to edit documents directly and also access zip files and gives added functionality and additional security controls.

### Web@Work

AIB are also testing Web@Work for use within two main areas.:

- ▶ Accessing SharePoint portal sites
- ▶ Accessing Internal website resources, e.g HR and Intranet

CWSI continue to work with AIB, consulting on technology innovations and ensuring the company is updated with new developments to the security threat-landscape.

## Why CWSI?

Our team at CWSI are unrivaled in their depth of knowledge and technical expertise to create tailored solutions to clients' requirements.

We provide MDM support as well as professional services and solution architecture, working across all industry sectors for many of Ireland and the UK's most respected organisations. Our solutions are leading edge and we stand by the quality of the work we deliver and our operational management.

**“Mobility is at the core of everything we do”**

Contact CWSI,  
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