

Mobile working doesn't have to cost the Earth.

Summary: The HSA wanted to identify and prevent unnecessary mobile costs but needed to ensure their workforce would remain productive.

Background

The Health & Safety Authority (HSA) is the national statutory body in Ireland responsible for enforcing occupational health and safety law, promoting workplace accident prevention and providing education and easy-to-use tools across all sectors.

The majority of HSA's workforce works remotely carrying out site inspections on a daily basis, so mobility and connectivity are essential for business operations. Approximately 90% of staff members use iOS devices — both iPhones and iPads — to access email and work-related applications and websites.

The Challenges

With a workforce reliant on mobile connectivity, particularly while working in the UK and other parts of Europe, the HSA was experiencing bill shock on a regular basis due to unexpected data roaming charges. They wanted to identify and prevent unnecessary mobile costs but needed to ensure their workforce would remain productive.

Barry Young, Systems Security & Telecoms Manager says:

"There is no point providing staff with a state of the art device only to tell them they can only make calls and use it as a calculator. We wanted staff to be able to use mapping tools, specific applications and work email, all on the go, as a means to assisting them in their everyday roles."

The HSA was also concerned about the safety of sensitive corporate data carried on employee mobile devices. A solution was needed that would give them peace of mind that their data would be safe from mobile threats.

As the product evolved, so too did CWSI...Their expertise with the product ensured that the Health and Safety Authority were provided with the highest level of support, service and advice wherever it was needed.

Barry Young
Systems Security &
Telecoms Manager
HSA

*“Currently we are looking at usage savings of about 56%...
...with predicted cost savings in the region of €26,000 for this
year. So, far from insignificant.”*

The Solution

Due to CWSI's experience and successes from working with other global customers, CWSI recommended the Wandera solution for the HSA based on the specific situational requirements.

The HSA implemented policies on a domestic and roaming basis to curb unnecessary spending and ensure corporate compliance. These policies include blocking data-hungry applications over cellular and blocking unapproved websites. With these controls, the HSA could allow its staff members to remain productive by allowing access to work critical sites and applications whilst controlling non work-related use. The CWSI Consultants were heavily involved in developing and implementing best practices and policies to ensure the results were successful.

In addition to data cost management, the Wandera solution offered the HSA full visibility of the state of the organisation's mobile security posture. It also provided their administrator with the ability to identify and remediate specific security issues as they happen in real-time.

“Before Wandera, our only method of protecting devices was via the MDM. We could see that Wandera would allow us to protect the sensitive personal data of the end user and sensitive corporate data of the organisation, to the same high standard as our desktop and laptop security. The always-on monitoring of threats and applications and user activity on the devices is simply invaluable” Barry Young

Results & Benefits

With the visibility Wandera provides into user behaviour, the HSA has optimised its staff's data consumption by defining key business requirements and acceptable personal use. The data caps and policies HSA implemented when users are abroad, has ultimately solved their bill shock issues.

“Currently we are looking at usage savings of about 56% which is about 16 GB per month on data alone, with predicted cost savings in the region of €26,000 for this year. So, far from insignificant.”

Additionally, Wandera has reduced administration time with its real-time ability to lift, modify and enforce changes.

“Wandera's flexibility and always online administration has saved us an estimated three days a month in management of the devices, by simply putting security policies in place and pushing them out simultaneously to the groups” says Barry Young.

After first being introduced to Wandera by CWSI as a possible solution to manage roaming costs for our organisation; the team went on to play an integral part in the implementation and support of Wandera within the Health and Safety Authority.

As the Wandera product evolved from primarily protecting against Bill Shock to becoming a fully-fledged Secure Gateway, so too did CWSI and their expertise with the product ensured that the Health and Safety Authority were provided with the highest level of support, service and advice wherever it was needed.

Barry Young, Systems Security & Telecoms Manager

CWSI continue to work with the HSA as their trusted advisor on all mobility issues. Currently the HSA are adopting the Appthority solution within their organisation to ensure all applications downloaded on employees mobile devices are safe and secure.

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”**

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