

insight to inspiration

SAMSUNG

Ensuring best-of-breed mobile security

The challenge

To provide Portsmouth City Council with a range of modern and highly secure mobile devices

Portsmouth City Council (PCC) is the local authority for the city of Portsmouth. It provides a full range of local government services including Council Tax billing, libraries, social services, planning applications, waste collection and disposal. It is also a local education authority.

PCC was looking for a new estate of mobile devices and a new enterprise mobility management solution that could overcome the limitations of its existing enterprise mobile security products.

The top priority for PCC was for the mobile devices and security solution to comply with the restrictions and policy guidelines of the CESG (the information security arm of GCHQ). Mobile phone users at PCC were becoming increasingly unhappy with their previous mobile handsets and mobile security services, which had reached the end of the line. So PCC began

looking at alternative devices and mobile management solutions. For around 18 months, it researched the different options available. It then ran a proof of concept test followed by a pilot test on a number of shortlisted devices and platforms.

Samsung Android handsets running Samsung SDS CellWe enterprise mobility management and Samsung's security container Knox were part of the proof of concept and pilot test. For the proof of concept, PCC's IT administration users were given the handsets for two weeks to test the core functionalities of the phones, the OS, CellWe and Knox. The pilot stage then pitched a number of security systems and handsets against each other. This was followed by an extended pilot in which 30 senior staff at PCC were given Samsung phones with CellWe and Knox for eight weeks to test the extended features of the devices to ensure they matched the council's requirements.

The Samsung phones, Samsung SDS CellWe and Knox proved an ideal fit for PCC, which opted to invest in a rollout of the devices and

software. PCC came to this decision due to a combination of the increased productivity provided by the devices, Samsung SDS's "great support", the competitive pricing of Samsung phones and, crucially, the level of security guaranteed by Samsung phones, Samsung SDS CellWe and Knox.



Portsmouth City Council now has a secure mobile work environment that provides protection across its data, apps and devices payment

Matt Irwin, Head of Sales, UK, Enterprise Mobility, Samsung SDS

The customer

The local authority for the city of Portsmouth, Portsmouth City Council, which provides a full range of local government services.

The challenge

To replace a dated estate of mobile devices running on a legacy operating system with a new fleet of Smartphones with security that fulfilled the strict criteria laid down by the UK Government.

Samsung products and services

700 x Samsung mobile devices, including Samsung Galaxy A3 and S5 Neo Smartphones as well as a small number of Tab Active tablets
Samsung SDS CellWe enterprise mobility management solution and Samsung Knox.

Benefits

A highly secure mobility solution that matched the stringent security requirements laid out for devices accessing Government data and emails.

The solution

Samsung Galaxy Smartphones with Samsung SDS CellWe and Knox

PCC wanted a range of Samsung Smartphones that provided the highest level of security on an operating system that would enable it to develop mobile applications to integrate and link into back office systems across the different PCC directorates. In the initial rollout, over 700 devices are being deployed, which are predominantly for senior staff, for accessing mobile email. The majority of devices are Samsung Galaxy A3 and Samsung Galaxy S5 Neo as well as a small number of Samsung Tab Active tablets.

The handsets, coupled with Samsung SDS CellWe and Knox, complied with the guidance laid out by UK Government IT Security body, the CESG (Communications Electronics Security Group), which was an essential purchasing decision for PCC. Out of all the enterprise mobile security services available, CESG has designated Knox as the best platform to adhere to its strict guidelines.

As Matt Irwin, Head of Sales, UK, Enterprise Mobility, Samsung SDS, explains: "CESG writes the guidance for the public sector about how they should use IT. It publishes guidance for all mobile operating systems and it has decided Knox has the least amount of risk. For a device to be deemed 'Government grade' and be able to be used to view official Government data and emails, it has to match these CESG guidelines. WPortsmouth City Council's main aim in investing in secure mobile phones is to mobilise email, so it needed a device that fulfilled the criteria for official Government emails.

This means adhering to very high security standards. PCC now has a secure mobile work

environment that provides protection across its data, apps and devices. It offers complete support for Knox, and dramatically reduces the impact of any security attack."

Samsung SDS provided extensive support and expert consultation to PCC during the decision making stages, which was another key factor in securing the deal. "We provided lots of hand holding," says Irwin. "It was the first time PCC had initiated such a project and we really did go above and beyond for them."

The level of support and assistance didn't go unnoticed by PCC, as PCC's Project Manager Paul Evans reveals: "The most important factor in the decision making process was the level of support delivered throughout our relationship, especially Samsung SDS's commitment to delivering a pilot and full implementation to the agreed specification, timescale and budget. Samsung SDS really did demonstrate a desire to work with PCC and go above and beyond for their customers."



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Paul Evans Project Manager, Portsmouth City Council

The results

An expanded rollout of Samsung's secure, reliable and robust estate of mobile devices over the coming year

The first rollout of around 700 devices has now been completed, for senior managers and other employees who need to access Government emails 24/7. Once the Samsung phones are in general usage by these 700 users, PCC plans to extend the functionality of the devices by developing business apps aimed at removing paper-based processes such as completing policy forms and questionnaires when carrying out services in the community. This will help drive down cost and support PCC's remote working initiative and digital agenda.

Looking further into the future, PCC, which has a total workforce of around 6,000 people, is planning to expand its rollout of Samsung devices. The amount of Smartphones and mobile devices it has in the field is expected to double over the next 12 months with rollouts to members of staff in health, education and other local Government departments."

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