

Canadian Government

Despite BlackBerry's logging, this government agency couldn't use the enterprise mobility management (EMM) logs in BES. Micro Focus® Retain™ Mobile integrates with the BlackBerry Enterprise Service to take the logs and archive them in a compliant, searchable, and discoverable archive.



Solution

An agency of the Canadian government has the following system and system requirements:

- 300 BlackBerry Devices
- BlackBerry Enterprise Server (BES)
- BES logs are not sufficient for compliance
- Required to archive, to access, to search, and to perform eDiscovery of mobile data

The agency has implemented Retain Mobile to archive and view BBM, PIN, MMS, SMS, and phone call logs.

All organizations need to archive mobile communications, and this is especially pertinent in regulated industries such as financial, health-care, and government. For these industries, BlackBerry is an optimal solution for mobile. As evidence, BlackBerry is the only mobile vendor to receive full operational authority to run on US Department of Defense networks.

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SYSTEM ADMINISTRATOR

Canadian Government Agency

Further, with BlackBerry Enterprise Service, mobile devices can be secured and managed. Along with being the first vendor to offer a mobile device management solution, BlackBerry continues to provide premier mobile device management (MDM) services.

An agency of the Canadian Government uses BlackBerry devices for all of its more than 300 employees. It chose BlackBerry because of BlackBerry's security and logging capabilities. Despite BlackBerry's logging, EMM logs in BES were not useable by the agency. The system admin at the agency stated “We have all of these logs sitting on the BES, but we can't do anything with them. We can't search the logs. We can't even determine what the logged data is.” The BES logging is essential; however, it is incomplete.

Results

Retain Mobile fills the gap and brings the logs to life. Retain integrates with the BlackBerry Enterprise Service to take the logs and archive them in a compliant, searchable, and discoverable archive. All SMS, MMS, BBM, BBM Enterprise, PIN, and phone call logs are stored in Retain and can be viewed in context. This fully compliant archive can be searched for auditing, discovery, and compliance needs.

At a Glance

- **Industry**
Government
- **Location**
Canada
- **Challenge**
The organization needed to archive its BlackBerry logs.
- **Solution**
Use Retain Mobile to archive logs and make them easily accessible and searchable.
- **Results**
 - + Offers a compliant, searchable, and discoverable archive
 - + Provides a comprehensive solution for BlackBerry systems, where retention, archiving, and retrieval are essential

“We needed a solution that would allow us to access and search these archives. We needed to be able to see what our employees are communicating. The archiving capabilities of Retain are of tremendous assistance in doing exactly what is needed.”

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Retain Mobile is the solution that provides a comprehensive solution for BlackBerry systems,

where retention, archiving, and retrieval are essential. Retain archives all electronic communications, including email and social media, in addition to BlackBerry mobile communications. All messages are securely stored in a single, unified Retain data archive and can be easily accessed through the Retain web access archive viewer, giving you a fully compliant, searchable, and discoverable archive.



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