

SSP relies on Nokia smartphones for secure communication

Case Study: Nokia with Mail for Exchange and Microsoft Communicator Mobile

NOKIA
Connecting People

SSP

Company:

SSP

Primary business:

Enterprise applications
Insurance and financial services

Professional overview:

Global provider of insurance
technology

Number of employees:

750+

Flagship office:

Halifax, West Yorkshire, UK

Website:

www.ssp-uk.com

Customer challenge

To provide employees with reliable mobile access to information while maintaining a high level of network security.

Products

- Nokia Eseries smartphones: Nokia E5, Nokia E71, Nokia E72
- Mail for Exchange® for Nokia smartphones utilising Microsoft® Exchange ActiveSync®
- Microsoft® Communicator Mobile for Nokia smartphones

Business results

- Reduced time and cost for IT department due to reliability of Nokia smartphones
- Improved integration between Microsoft email platform and Nokia smartphones
- Robust network security that protects valuable company information and assets

“We have two people servicing our mobile network and even then it’s only about one-day-a-week’s worth of work for us.”

–Peter Cummins, Network Manager at SSP



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Insurance software provider sticks with smartphones that work

SSP Network Manager Peter Cummins has long relied on Nokia mobile devices to get the job done. "I confess, I've always been very Nokia-biased myself – both professionally and personally," says Mr Cummins. "That's because Nokia devices always work as a phone."

However, it isn't a blind attachment: Mr Cummins and his IT team work hard to keep pace with technological innovation while reducing IT investment costs and risk. With that in mind, the SSP IT team began rolling out an alternative supplier's smartphones in 2008. The trial was short-lived. "It went horribly wrong. When it came to making phone calls, 95% of the handsets we bought failed," Mr Cummins recounts. "We went back to Nokia."

SSP provides software solutions to the global insurance and financial services industries. With almost 50,000 users in over 50 countries, the company most recently reported total revenue of £72.2 million (for the financial year ended 31 March 2010). A staff of over 750 people support customers from its base in Halifax, West Yorkshire, as well as from offices in Birmingham, the South of England, the Republic of Ireland, Denmark, South Africa, Australia, New Zealand, Kenya, India and the USA.

A range of smartphones and devices that save time and resources

According to Mr Cummins, there are approximately 350 Nokia devices in circulation, which accounts for about 90% of the smartphones and mobile handsets being used by SSP employees. The Nokia smartphones – primarily the Nokia E71 and Nokia E72 – are equipped with Mail for Exchange.

"Employees have varying levels of user skill sets, but everyone finds it simple to use the Nokia smartphones for email and, of course, for phone calls," says Mr Cummins. "We're getting extremely positive user feedback about the mobile email and its ease of use. Classic example: our business analysts and account directors, a group that are heavily reliant on email, tell us they love the fact that they don't have to carry around a laptop any more when they visit clients."

From a management point of view, Mr Cummins is particularly pleased with how easy it is to get someone up and running with a new Nokia smartphone, and how hardwearing the devices are, freeing up his team's time to focus on other things. "We have two people servicing our mobile network and even then it's only about one-day-a-week's worth of work for us," says Mr Cummins. "We recently had to replace a smartphone, but that's only because one of our people accidentally dropped it in the sea while working on holiday."

Rock solid security that's easy to administer

As with most companies, SSP finds security – of its networks, systems and devices – to be of paramount importance. With the help of its network provider Vodafone, SSP is in the process of implementing Nokia features like encryption, remote wipe, remote application installation, and preset settings that can be sent to a Nokia device. "If a device gets stolen when someone is out of the office, we've got to ensure that no one can get any data off of it," says Mr Cummins. "Encryption is a massive issue for us and I'm confident in the levels of security that Nokia can provide."

Extending IM communication to the mobile

Future SSP plans include rolling out new Nokia smartphones, including the Nokia E5, on an as-needed basis, and beginning a trial of Microsoft Communicator Mobile software over Nokia. The application ties in to Microsoft's Office Communications Server 2007 product, which SSP already uses internally, and offers the ability to view a colleague's status and then choose the most appropriate communication method – instant messaging, email, text or voice call.

When it comes to Nokia's announcement in February that it has partnered with Microsoft and will begin producing Nokia smartphones running Windows Phone 7 later this year, Mr Cummins said that he is taking a wait-and-see attitude. "Nokia have done a good job for us so far", he said, "we expect that to continue and I look forward to seeing how the partnership works out."


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