



Customer-at-a-Glance

The Supreme Court is the final court of appeal in the U.K. for civil cases, as well as for criminal cases from England, Wales, and Northern Ireland. It hears cases of the greatest public or constitutional importance affecting the whole population.

Industry

Law

Sophos Solutions

Sophos Mobile

Sophos Customer

Since 2018

Sophos Mobile provides comprehensive, global mobile device protection for the **Supreme Court**



'We needed our mobile phones to be secure, suitable for our users, simple, and seamless, with access to an enterprise app store.'

Brian Shek

Systems Administrator, The Supreme Court



'Our technical architect was highly impressed with Sophos Mobile and recommended we push ahead with the rollout.'

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When Microsoft ended support for the Windows-based mobile devices the Supreme Court was using, their IT team began searching for new devices as well as a way to manage their security simply. Systems Administrator Brian Shek details the subsequent switch to Android devices and how they now keep those devices safe and secure using Sophos solutions.

Business Challenge

The Supreme Court of the United Kingdom and Judicial Committee of the Privy Council is based in London in Parliament Square. There are 49 staff members and 12 Justices, of which 30 use mobile devices, all of which are managed in-house by a team of four IT staff, including Systems Administrator Brian Shek. Previously the organisation was using Windows mobile phones managed by Microsoft Intune. The team believed it to be more complex than they needed it to be and when Microsoft ended this support for their phones, they decided to make a change.

The Technical Solution

The IT team decided that a switch to Android was the best route to work alongside the mobile device management solution Sophos Mobile. Brian and the team had not worked with Sophos before. Following online research and a webinar with Sophos partner Chess, they soon believed Sophos Mobile to be the most suitable solution to meet their requirements for highly effective yet simple-to-use mobile device management. The technical architect at the Supreme Court was also highly impressed with Sophos Mobile and recommended the organisation push ahead with a trial. The install took place in the autumn of 2018.

"It was very easy to set up," says Brian. "We had a conference call with Chess and a Sophos engineer and we worked on configuring the product ourselves. Within just a few hours it was all up and running."

Business Results

The IT team is delighted to have chosen Sophos Mobile. Brian believes it offers multiple benefits to the Supreme Court, including:

- › **Comprehensive and global protection of mobile devices**

Justices often travel far and wide, yet regardless of where they are or the time zone they are in, Brian and the team are able to monitor the security of their devices and wipe them instantly if there is evidence of a breach or loss.

- › **Central and bespoke management**

Brian used the central management system within Sophos Mobile to build the new mobile phones and add in configurations using the policies functionality. This included switching on fingerprint recognition, roaming, Wi-Fi provision, and deploying certain apps depending on the user's requirements.

- › **Rapid configuration and installation of third-party applications**

Previously, third-party applications could take up to six hours to be pushed to the devices, yet with Sophos Mobile they take just five minutes, which has thoroughly impressed users. "One user needed the British Airways app on their phone but it hadn't been approved at that point. We used the fast configure and install process and assigned it to his phone in minutes. He was completely taken aback," says Brian.

- › **Time savings**

According to Brian: "We are a small team here and we manage all the technology in-house. Deploying new phones is a significant project for us so we needed it to be easy and not take up too much time. In terms of the time savings we have made and the associated cost savings, this project has paid for itself."

- › **Background checks and alerts**

A security scan runs automatically on all the mobile phones every 12 hours, and Sophos Mobile connects to Sophos Central every 24 hours for further in-depth monitoring. "If anything is amiss or if a mobile phone is not detected, we receive an alert," says Brian. "We can then log in to check, and if we see any suspicious activity we can wipe the device in minutes through the central management console."



'Technology should not be a stumbling block. It should fade into the background and just work. This is definitely the case with Sophos Mobile.'

Brian Shek

Systems Administrator, The Supreme Court

"I would highly recommend Sophos Mobile for its simplicity and its security credentials," concludes Brian. "I believe more government departments should be using it. Sophos Partner Chess are also highly proactive and diligent. They have answered all our questions seamlessly."

According to Jack Porter, government relationship manager at Chess: "We were able to support the Supreme Court in trialling and installing Sophos Mobile and we are delighted they have been so impressed with the service and the product. We are committed to ensuring our customers receive the ideal solutions for their needs, and in this case, it was definitely Sophos Mobile."



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