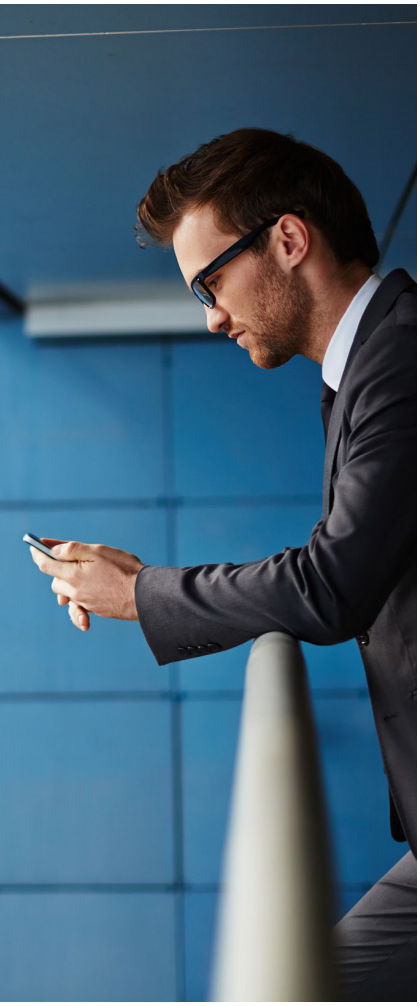
BlackBerry Helps Keep Clients of This Solutions **Provider** Connected and Protected

Industry Solution Provider
Location Germany
Products BlackBerry® UEM, BlackBerry® Workspaces
www.solvito.de



The Partner

Based in Hamburg, Germany, solvito GmbH is a pioneer in cloud services, and a German leader in secure mobility. Though it primarily serves the EMEA market – with a focus on Germany, Austria, and Switzerland – it has clients and customers all over the world. It supports these clients on a global scale, managing their infrastructure across multiple markets. solvito's primary focus is SMB customers. The firm helps accounts with one user up to those with several thousand.

The Service

solvito provides what's known as Mobility as a Service (MobaaS). As a key partner for its customers, solvito provides managed services for enterprise mobility – it helps clients deploy secure and effective Enterprise Mobility Management (EMM) strategies and solutions. It also offers hands-on consulting, implementation, integration, and management.

solvito's list of services includes providing the latest updates, streamlining user activations and deactivations, broad device support, secure application deployment, user management, and policy management.

"Enterprise Mobility can be overwhelming for small and mid-sized companies," explains Michael Blask, a Senior Consultant at solvito. "Deploying and supporting mobile users globally can create a lot of complexity, especially when maintaining security is paramount. You've got a bunch of different working parts, any of which could represent a security risk or cause a failure."

"That's why our customers prefer hosting with us – they don't want to deal with all that complexity on their own," adds Petra Baumann, solvito's Chief Operations Officer. "We run our offering in a certified IBM® data center delivering an EMM software stack that is tuned to meet our customers' needs. And because mobility and flexibility are so critical to the modern enterprise, we maintain longterm partnerships with these customers."

"Security is something our customers really demand, and a core pillar of our organization. That's why we use BlackBerry. They're better for the securityminded than MobileIron or AirWatch, and their solutions are the most innovative. Not only that, their platform allows us to manage all kinds of endpoints and deployment models from a single console – something none of their competitors offer."

Petra Baumann
Chief Operations Officer, solvito GmbH

The Challenge

When solvito first began offering MobaaS in 2003, they sought a partner that could support their customers' enterprise mobility needs around the world. They needed a company with the flexibility and expertise to be the foundation for their hosting service. More importantly, they needed a partner with a deep understanding of secure mobility.

"Many of our clients, especially in banking, healthcare, and government, have a lot of sensitive information that they need to protect", says Blask. "They need to protect key corporate data, secure connections to their backend, and distinguish between business and personal data to ensure employee privacy."

At the time, BlackBerry was the only vendor doing what is today referred to as Mobile Device Management (MDM). The organization's early vision and leadership in mobility – which paved the way for the EMM market – made it the obvious choice for solvito. No other company understood mobility quite as well, and no other partner offered the same level of knowledge and innovation.

"When we were first introduced to BlackBerry, their solutions were the most innovative in the market," explains Baumann. "They also fit our security needs quite well. At the time, we were (and still are) a premiere IBM business partner, with a focus on IBM® Domino®."

The Partnership

solvito is a Platinum Partner, and one of the early BlackBerry® Workspaces specialists in BlackBerry's Enterprise Partner Program. The company's long-standing partnership with BlackBerry forms the basis of its MobaaS business. BlackBerry's evolution into a software and services company, meanwhile, only further aligns the two organizations, which have been working together since 2003.

This 13-year relationship has proved incredibly valuable to solvito, which is currently looking to deepen it further.

BlackBerry® UEM is helping it move from pure EMM to Unified Endpoint Management. BlackBerry Workspaces – a leading secure enterprise file sync and sharing (EFSS) tool – has meanwhile both cemented existing customer relationships and opened the solutions provider to a new set of clients.

Security: Through BlackBerry Workspaces, BlackBerry ensures that solvito's clients must never worry about data discovery, or about being out-of-compliance with regulations such as the General Data Protection Regulation (GDPR). With Workspaces' ability to provide Digital Rights Management (DRM) controls at the file level – even after documents leave a client's firewall – solvito ensures file management and collaboration are compliant, no matter where a customer is based.

"Data loss prevention is a big issue everywhere," says Blask. "Not just in Europe, and not just because of the GDPR. Secure communication on a mobile device, the separation of personal and business data...that's extremely important. BlackBerry allows us to offer a package that includes that, directly supporting the data protection needs of our clients and their users."

Data Sovereignty: As a European company, solvito is keenly aware that its customers need hosting solutions that meet data sovereignty requirements. As a hosting partner, solvito sells licenses in conjunction with hosting services and consulting. They take BlackBerry's solution and wrap their own hosting platform around it, providing clients with fully-managed mobility. BlackBerry UEM has been extremely helpful in that regard.

"BlackBerry's software is cross platform," Baumann explains. "That was a huge selling point for us. We can run all kinds of devices and manage all kinds of endpoints from the BlackBerry UEM console. Since our customers want to support users securely on any device without requiring device management, this feature was a must-have – and it was one that BlackBerry's competitors couldn't offer."

Ease of Management: BlackBerry UEM allows solvito's employees to manage the infrastructure of its clients with minimal effort. This holds true no matter how large those clients are. The ease with which it integrates with other platforms and solutions was also a selling point, says Blask.

Expansion into New Verticals: Aligning with BlackBerry has provided solvito with several business opportunities that might otherwise be unavailable, thanks to our global network of partners and our widespread reputation for secure mobility. Since offering secure file sharing with BlackBerry Workspaces, they've seen their client base grow even further.

"Security-oriented customers from mobile businesses are very interested in Workspaces," says Baumann. "It's opened up new markets and opened doors for us with both new and existing customers. Not only that, working with BlackBerry helps us to establish trust - we can draw on their reputation as a security leader to bring in new clients."

Client Support: Being a BlackBerry Partner gives solvito early access to new releases of BlackBerry's software and licenses at a discounted price. This makes it easy for the company to use BlackBerry for its own internal deployments. And that has been beneficial from both a budgetary and customer service standpoint.

"We're able to use BlackBerry's solutions within our organization, which helps us save on our own IT infrastructure costs," says Blask. "Because we run BlackBerry's solutions internally we're able to test things before we push them out. This in turn makes us more confident when speaking with customers because we've already tested and engaged with the solutions in-house. Our access to beta deployments through BlackBerry's licensing program is also a huge benefit."

In addition to the solutions already in-use, solvito is currently considering support for the BlackBerry® AtHoc Crisis Communications platform, which will allow it to connect its clients' key supporting partners and government agencies around the world.

About BlackBerry Limited

BlackBerry Limited is an enterprise software and services company focused on securing and managing IoT endpoints. The company does this with BlackBerry® Secure™, an end-to-end Enterprise of Things platform, comprised of its enterprise communication and collaboration software and safety-certified embedded solutions.

Based in Waterloo, Ontario, BlackBerry Limited was founded in 1984 and operates in North America, Europe, Asia, Australia, Middle East, Latin America and Africa. The Company trades under the ticker symbol "BB" on the Toronto Stock Exchange and the New York Stock Exchange. For more information visit BlackBerry.com, and follow the company on LinkedIn, Twitter and Facebook.

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