

arapahoe house secures byod

With 11 locations and 20 quality services for adults, teens and families, Arapahoe House is the largest and leading provider of substance use disorder treatment in Colorado. The organization provides a full continuum of care throughout metro Denver, from walk-in withdrawal management centers and clinic-based treatment, to intensive residential programs. Founded in 1975, the nonprofit delivers essential and often life-saving treatment to patients and their families based on national models of care.

Challenge:

Mobile devices are an important source of productivity for the organization, with a distributed workforce spread across metro Denver, Colorado. A portion of users have corporate managed devices, but a large portion use BYO devices to access corporate mail from its hybrid Office 365 / Exchange deployment. The organization needed a solution to manage these devices as Arapahoe House's IT team was uncertain about the number of BYO devices that were being used, and also manner in which they were being used.

The team set out to find a solution to secure the data on these mobile devices. It evaluated Airwatch, MobileIron, and several other MDM solutions. It, however, did not like any of these solutions because of their difficult deployment processes, as well as poor user experiences. The IT team members all agreed that if they themselves wouldn't want to install these MDM solutions on their own devices, their employees would not want to either.

Solution:

Arapahoe House's IT team was drawn to Bitglass' mobile security solution because of its agentless approach, which enabled an easy deployment. Arapahoe House would be able to meet its data security and visibility requirements while not burdening employees with MDM agents on their personal devices. Bitglass provides the ability to noninvasively monitor access to sensitive data on BYO devices. Bitglass also enables a more streamlined process for offboarding users. When a user is deprovisioned, corporate data is selectively wiped from their devices.

Results:

Arapahoe House's IT team has been able to achieve a series of results:

Visibility - The organization can now track 100% of its employees' usage of BYOD.

Streamlined IT processes - The simplicity of Bitglass' solution allowed the IT team to build user-friendly guides for employees and IT members to onboard and offboard.

Data governance - Prior to Bitglass, the IT team had a great deal of difficulty removing corporate data off of devices of those leaving the organization. Now the IT team has been able successfully wipe the mailboxes of all of the users who leave its organization.

Data leakage detection - The watermarking ability of Bitglass' Citadel DLP engine enables the IT team to quickly identify and resolve potential data leakage issues.



Arapahoe House

Solution: Mobile Security

- Selective wipe of BYOD data
- Streamlined provisioning and deprovisioning
- Visibility into all BYOD usage

"Using Bitglass, with its non-invasive design, helps build trust between IT and employees. In many organizations, that trust doesn't exist, is hard to build, and hard to maintain."

– Matt Bartlett, Manager of Information Technology