

## Secured Real Time Unified Communications

### Leading Global Investment Bank deploys Networker to curb public IM gateway security concerns

A global investment bank carried out an internal audit of its staff to assess if and how IM was being used within the organization for business purposes. From the result they found that nearly 75% of staff was using public IM gateways such as MSN, AOL and Yahoo to regularly communicate with business partners. The reasons for using IM within this environment were cited as speed for decision making, visual availability, and ease of use. Understanding that the use of public IM gateways was a critical security vulnerability for the bank, the organisation evaluated Networker to see if it would solve their security concerns while still offering staff the flexibility and speed of communication they were looking for.

#### Evaluation and Deployment

After a 30 day trial of 25 users, the bank deployed Networker across the organisation to 500 staff across 7 offices, with the deployment taking just one day to complete. In addition to deploying the corporate IM element of Networker, the bank also took advantage of Networker's Softphone functionality.

#### Benefits

The benefits felt to the organisation were immediate. User acceptance was instantaneous as the GUI of Networker has the same familiar feel as other IM solutions. By using the unique public IM unique transportation gateway ensured that communications with those people deemed as acceptable communicants by the bank not using Networker were maintained in a secure manner. Staff maintained the speed and flexibility that they required with the additional functionality of being able to share files. The bank felt the benefits in that they now know that all IM based communications are encrypted and recorded ensuring adherence to their own stringent corporate security policies as well as regulatory demands placed upon them by their industry. The also experienced cost reductions in their telephony bills by utilising the Softphone functionality, lower bandwidth peaks with the increased use of IM and file sharing and increased user productivity.

### CASE STUDY

**Vertical:** Financial  
**No of Users:** 500

#### Challenge:

- Curb use of public IM gateways for business communication

#### Benefits:

- Reduced telephony costs
- Secure real time communications
- Compliance and security policy adherence



Solution Centre Limited  
Vickers House  
Priestley Road  
Basingstoke, RG24 9NP.  
Tel: 01256 818600  
Fax: 01256 819600  
E-Mail: [sales@solutioncentre.co.uk](mailto:sales@solutioncentre.co.uk)  
[www.solutioncentre.co.uk](http://www.solutioncentre.co.uk)

#### Contact us

Tel: +44 (0) 870 345 7900  
[info@presence-networks.net](mailto:info@presence-networks.net)