Union Bank Increases Employee Productivity and Executive Business Insights with Secure Mobile Apps from Good Technology

Executive Summary
Using the complete Good Collaboration Suite—which includes Good for Enterprise, Good Dynamics and Good secured applications, including iAnnotate for Good and Office² Pro for Good—Union Bank successfully lowered its mobility costs, enhanced employee collaboration and productivity, increased executive business insight, and improved overall employee satisfaction, all while still satisfying the bank’s robust security requirements.

The Business Challenge
As Union Bank’s employee base moved away from using Blackberries to embrace iOS, Android, and other mobile devices, the bank was challenged to deliver secure email access on those devices. Additionally, the bank wanted to move beyond basic messaging functionality to provide secure mobile productivity applications—such as document editing, intranet access, and real-time collaboration through instant message—on mobile devices.

Solution Approach
After conducting a thorough search for a mobility solution that supported the latest smartphones and tablets while meeting the bank’s security and compliance requirements, Union Bank selected Good for Enterprise and deployed it to approximately 4,000 employees.

While the initial goal of the deployment was to provide secure email and Internet access to all employees, Union Bank decided it also wanted to deliver enhanced business productivity tools to its executives that would allow them to have full access to files stored behind the corporate firewall, edit and annotate multiple document types while sitting in meetings, and collaborate in real time with other executives on presentations or projects while on the go. To deliver these capabilities, the bank deployed the complete Good Collaboration Suite and Good secured applications, including iAnnotate for Good and Office² Pro for Good.

The success of the mobile app initiative has prompted many of Union Bank’s executives to make the switch from their long-time Blackberry devices to new iOS and Android devices. “This program also opens the door for using the Good Dynamics Secure Mobility Platform to provide these apps to all Union Bank employees,” said Dana Edwards, CTO, Union Bank.

“Good has been a great partner for us in helping to address the needs of both executives and employees who are increasingly mobile, as well as those of our customers who require the highest levels of security when it comes to their data. Not only have we been able to reduce IT costs by switching from a corporate-owned device program to BYOD, but our employees are noticeably happier, more productive and able to deliver and higher level of customer service.”

- - Dana Edwards, CTO, Union Bank
Good for Enterprise in combination with the Good secured apps creates a seamless, end-to-end mobile workflow that allows executives and employees to easily access, edit and distribute email attachments and files. In addition, Good Share allows mobile workers to securely access SharePoint and other file repositories behind the firewall, while Good Connect allows everyone to communicate with one another in real-time using instant message.

**Business Benefits**

- Increased efficiency to get more done in less time while on the go
- Improved business insights to enhance decision making
- Increased satisfaction to attract the best employees and retain them longer
- Ensured data protection that meets stringent company and regulatory requirements
- Lowered mobility costs through BYOD

As a result of partnering with Good Technology, Union Bank has experienced several business benefits:

- Employees and executives are more efficient at work with their mobile devices
- Based on their role with the bank and their specific work situations employees can get more work done, where and when it makes the most sense
- Executives have improved business insight through real-time

In addition, by supporting the devices people want to use for both their personal and work lives, they are happier and more satisfied with their jobs. This has translated into keeping employees longer and helping to attract the best and brightest talent to work at the bank.

Finally, and perhaps most importantly, Good's secure container approach, used across all of its products, ensures that corporate data is secure. This allows Union Bank to meet regulatory requirements as well as its own stringent security policies. With Good, data is secured between apps, ensuring documents are only moved between approved apps and cannot be forwarded to personal email, social or cloud file share solutions. In addition, because company and customer data resides within a separate container, it can easily be wiped without affecting any of the other personal information or apps on mobile devices.

**Future Plans**

Due to the success of Good for Enterprise and the Good secured mobile apps, Union Bank now has the flexibility to expand the number of Good and third-party apps it deploys to help employees and executives achieve their business objectives.

**About Good Technology**

Good Technology is the innovation leader in secure mobility solutions; enabling business to move freely and engage at the edge. Good’s comprehensive solution consists of a secure mobility platform, mobile device management, a suite of collaboration applications, and a broad third-party application and partner ecosystem that unlocks your mobile potential. More than 5,000 organizations in 130 countries use Good Technology solutions, including FORTUNE 100™ leaders in commercial banking, insurance, healthcare, retail, government, and aerospace and defense. Learn more at www.good.com.

**Q&A**

**Q:** Why did you decide to expand your use of Good Technology solutions beyond just Good for Enterprise?

**A:** Good for Enterprise quickly became entrenched as a strategic solution for making employees more productive and efficient through secure access to mobile email, contacts, and calendaring. Given the business benefits we experienced by just extending mobile email, we wanted to expand on that to include desktop applications that would truly allow our executives to get more work done while on the go. The Good secured apps made that easy to do.