



Chio Lim Stone Forest Increases Productivity by 40%, Enhances IT Security



Executive Summary

Industry:
Professional and business services

Location:
Singapore

Employees:
800

Products:
Good for Enterprise

Website:
www.stoneforest.com.sg

CHALLENGE

Chio Lim Stone Forest (CLSF) is the largest accounting and business advisory group outside the Big 4 in Singapore. As part of its IT roadmap, CLSF recently set a goal to empower 85% of its workforce with the ability to work on the go in order to remain competitive and reduce customer service turnaround time. At the same time, it recognized that about 30% of its employees juggled two devices — Android phones or iPhones for personal use and a company-issued phone for work.

To achieve its goal and establish a Bring-Your-Own Device (BYOD) program that lets employees use their preferred device for work, CLSF evaluated leading enterprise mobility solutions. “While our existing solution was secure and reliable, the needs of our users have evolved,” said Eileen Tan, IT Director, Chio Lim Stone Forest. “The way they prefer to interact with technology and devices dictated the need for a different solution.”

SOLUTION

After a rigorous evaluation of leading mobility solutions, CLSF decided to adopt Good for Enterprise® and make it available to over 800 employees in Singapore. Good for Enterprise securely manages corporate data and devices as well as enhances employee productivity with on-the-go access to email, calendar information, contacts, task management, and documents.

“We chose Good Technology for its excellent track record as well as its unique ability to isolate work-related applications and data from personal data,” said Tan. “By deploying Good for Enterprise as part of our regional mobile expansion strategy, we expect to see improved productivity, stronger customer loyalty, and increased competitiveness.”

RESULTS

CLSF quickly achieved its goal of empowering team members with mobile access to work email and documents. More than 85% of the company's workforce now uses Good for Enterprise.

Increased Productivity

CLSF estimated a 40% increase in the productivity of employees who used Good for Enterprise. This was attributed to the greater convenience of having a single device for work and personal use, allowing employees to have ongoing access to work data and files on a mobile device they were familiar with. “Arming employees with the tools they need to do their jobs more efficiently reduces delays in email responses and allows them to manage their time more effectively,” said Tan. “In fact, the significant increase in productivity has positively impacted our bottom line.”

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Exceptional Service Standards and Customer Loyalty

The ability to respond to enquiries with greater agility allows CLSF employees to deliver exceptional service that clients have come to expect in a technology-driven world. “Clients have benefitted from our responsiveness, allowing us to build customer loyalty and compete effectively against much larger companies,” said Tan.

End-to-End Security

One of the main reasons CLSF selected Good for Enterprise was because of the solution’s secure container architecture that separates company data from personal apps and information. All of CLSF’s data are kept in a dedicated space on the mobile device and not shared with personal apps. Additionally, company data are encrypted at all times, whether they reside on the device, are sent over the air, or stored on the server.

“As a professional accounting and business advisory group, we must adhere to strict data confidentiality rules, which means protecting data such as customer records, pricing quotes, and other financial information,” said Tan. “The combination of the Good for Enterprise secure container and its end-to-end encryption ensures robust data security as well as CLSF’s compliance with security regulation requirements.”

FUTURE

CLSF plans to deploy Good for Enterprise in its China office. The company is also evaluating the possibility of implementing Good Share™, which allows mobile workers to access and share enterprise data located on SharePoint or other file repositories using their mobile phones and tablets. Good Share can also enable employees to access corporate documents without a VPN or risky firewall policies that might expose corporate files to the public.

BUSINESS BENEFITS

- **Employee:** 40% increase in employee productivity
- **IT:** Achieved goal to empower over 85% of the company’s workforce with the ability to work securely on the go
- **Company:** Improved employee productivity, customer service standards, customer loyalty, and competitiveness

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