



Background information

TeleSur is a major telecommunications company in Suriname. TeleSur focuses on providing a telecommunications service that is dynamic, innovative, flexible, modern and at the time, with the emphasis on quality.

Challenges

TeleSur was in a quandary when it came to finding a way for over 1000 users to access their files when so many employees were working in remote parts of the country. Many had no choice but to access their data using their mobile devices. Because the information is of a highly confidential nature there could be no chance of a breach. TeleSur is committed to protecting the security of the information for the sake of their employees and overall company. Furthermore TeleSur needed to have complete control over who could access the data with the ability to trace any activity if need be.

Key Requirements:

- + Secure remote access
- + Mobile access to their network files
- + Data Security, Controls
- + Customization



The Solution

Their IT team analyzed a variety of solutions ranging from a generic Cloud like DropBox to private Cloud solutions. The generic Cloud provided the needed access but since the data would all reside outside the company servers, and out of their control, this was not acceptable. When they explored the private Cloud solutions they found that although they would be able to maintain security and control over the data, many were either too complex or would require multiple differing products in order to provide the needed access, sync and backup. The only one that seemed viable was FileCloud.

Tonido FileCloud was able to provide a simple yet powerful solution. It was exactly what TeleSur was looking for. They tested FileCloud for a few weeks prior to deploying it worldwide. Here are the features in FileCloud that helped TeleSur achieve their goals:

Thousand Employees under One Simple Solution

FileCloud allows TeleSur employee located across Latin America to access their files from anywhere. With FileCloud, the information can be accessed from any location while remaining stored securely in an on-premise infrastructure. Because employees in remote offices have only their mobile phones to use for access FileCloud's mobile apps provided the best-in-class experience across all major platforms, Android, iOS and Windows. FileCloud sync works seamlessly in the background connecting 1000 remote employees across multiple countries. Using FileCloud's powerful sync solution allows users to collaborate as if they were all working out of one office.



Visibility – Logs & Controls

FileCloud provided best-in-class controls and visibility via a simple to use Admin portal. Admin portal has all the features necessary to prevent any security breach and the tools needed to limit the damage in case of any breach. Admin can see a list of connected mobile devices and the admins can block any device if they suspect any suspicious activity. Since mobile devices connected to their system carry very sensitive information, company specific critical data is very vulnerable to security breaches. FileCloud's mobile management features provided options to remotely wipe user data from any device connected to FileCloud. These features help prepare TeleSur for expected and even unexpected circumstances, such as an employee losing his mobile phone.

Fully Customized

FileCloud offers multiple options to customize, putting TeleSur as the face of the Cloud service. Simple customization like changing logos helps in improving perception among customers and users.



Tonido FileCloud provides anytime and anywhere online access to our files and more importantly, the data resides on premise, which made us pick FileCloud.

Marvin Lee, IT Manager
