



Aerospace & Defense Company

Enabling secure access to time-sensitive technical and training content in remote tactical environments

Power to enable employees in remote parts of the world with instant and secure access to critical training materials – without a VPN.

Background

This Accellion customer is a mid-sized U.S. aerospace and defense company with globally deployed platforms and personnel. The company's products and services address the needs of military customers, as well as civil and commercial, including applications such as law enforcement, security, border patrol and critical infrastructure protection.

Challenge

The Company deploys field service technicians in remote tactical locations to operate and support unmanned aircraft systems. These professionals are tasked with a wide variety of critical responsibilities including, but not limited to: integration, deployment, maintenance, and training as well as providing technical assistance and logistics support for launch and recovery systems, ground control systems, data link technologies, as well as the aircraft themselves.

Often plagued by poor Internet connections in remote locations, employees needed a reliable way to access new and regularly updated training manuals, certifications and technical publications. Technicians also needed a way to assign and check off tasks and provide status updates, all from the field.

Solution

Partnering with Accellion, the Company chose a private cloud on-premises deployment of kiteworks and rolled the solution out to its field service representatives.

A big selling point for the company was kiteworks' ability to allow multiple users to use the same device to access new content. This was a mandatory feature as employees working in resource-constrained conditions can experience laptop and device failures and need to utilize whatever functioning technology is available.

Quick Facts – Aerospace and Defense Organization



Deployed Since
2015



Number of Users
130



Custom Web Interface
Yes



Email Integration
Yes



Mobile Integration
Yes

✓ Allow multiple users to use the same device to access content in remote locations

✓ Support mobile employees, allowing secure access and productivity, anywhere and anytime

✓ Secure connection to SharePoint for instant access to critical information

The Company has also taken advantage of the kiteworks Content Connector for SharePoint, allowing users in the field to easily and securely access content stored in SharePoint from the kiteworks platform. And by leveraging the kiteworks' administrator dashboard and reporting

functionality, the Company's IT staff is able to view what manual each field rep is accessing, when it is accessed and with whom it is shared – delivering reliable performance in hostile areas so staff can get their jobs done.

TOP-SELLING POINT

Power to enable employees in remote parts of the world instant and secure access to critical training materials – without a VPN.

STAND-OUT FUNCTIONALITY

Ability to allow multiple users to use the same device to access new content in the likely event of technology failures in remote locations.

COOL USE CASE

Getting updated manuals into field service representatives' hands to boost support efforts for unmanned aircraft systems in hostile environments.

About Accellion

Accellion, Inc. is the industry leader in providing private cloud solutions for secure access and sharing of enterprise information across devices, enabling employees to work securely wherever. Founded in 1999, Accellion is an award-winning, private company headquartered in Palo Alto, California with offices in North America, APAC, and Europe. The company has evolved from its roots in cloud storage into a leading enterprise security software provider. More than 15 million business users and 2,500 of the world's leading corporations and government agencies, including Procter & Gamble; Indiana University Health; Kaiser Permanente; Hogan Lovells; Bridgestone; Harvard University; the Securities and Exchange Commission; and NASA use Accellion solutions to protect confidential information, ensure compliance, increase business productivity, and reduce IT costs.

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