

Critical Infrastructure Provider Leverages Centrify for Mobile App and Mobile Device Management (MDM)



Snowy Hydro Limited is an electricity generation and retail company that owns, manages, and maintains the Snowy Mountains Hydro-electric Scheme, consisting of nine hydro-electric power stations and 16 large dams located mainly in the Kosciuszko National Park, Australia.



The Challenge

Snowy Hydro's productivity suffered because employees were unable to leverage their mobile phones and critical mobile apps. They needed a solution to enable communication, deliver access to apps, provide user authentication and increase security.

In a company-wide internal study, Snowy Hydro discovered that poor employee communication was costing the company productivity. Snowy Hydro is a geographically diverse company, with a number of assets—some above ground and some below—across an area that includes rugged mountains. Because of the extreme physical location, no public carrier offered effective mobile phone service.

"In most businesses, when you need people, you just call them on their mobiles," says Martin Spencer, PC Asset Manager at Snowy Hydro Ltd. "But when you're spread out across a huge geographical area, and phones don't work across much of it, you can spend hours searching for people."

To address the communication issue, the company built and implemented its own Wi-Fi network, and then looked for a complementary solution that would:

- Only allow specific users to gain access to sensitive information on the network.
- Manage individual user access rights at a granular level.
- Provide users access to everything on the network including email, corporate apps, etc. through their mobile devices.
- Ensure critical app access to company controllers.



The Solution

While evaluating Centrify's User Suite specifically for its ability to integrate Macs into the network, the company found the solution more comprehensive—and more able to meet their requirements—than any of the MDM products they were considering.

While Snowy Hydro had a Mobile Device Management (MDM) system in place, they quickly found that using it to authenticate users that were outside the network was challenging. "We couldn't be absolutely certain we were giving the right access to the right people," says Spencer. "And besides that, the MDM solution left gaps across the network, so users were still unable to connect in various locations."

"We could have used three different systems for three different things, and suffered through the compatibility issues, but Centrify has them packaged up into one nice solution that we found exceedingly useful."

Martin Spencer
PC Asset Manager,
Snowy Hydro Ltd



“We were originally looking at MDM solutions to solve our issues, but found that while some solutions could solve some problems, only Centrify offered everything we needed.”

Martin Spencer
PC Asset Manager,
Snowy Hydro Ltd

In the process of searching for a solution that would allow them to integrate Mac devices into their domain, the company learned about Centrify's SaaS solution. “We started looking at Centrify because of its Mac capabilities and we found that it was a very strong identity provider which we could use to authenticate users.

“The more we investigated, the more we found that it met our requirements across the board—it could provision out our Wi-Fi network, provision apps down to the mobile phones and it could introduce a much deeper level of security. It became apparent that Centrify could better address our specific needs than any of the MDM solutions we were evaluating.”

“What put Centrify over the top was its ability to handle certificates and manage mobile devices through our existing Active Directory infrastructure. By leveraging Active Directory, we didn't have to install and learn a whole new system. We already understood it, so it was evolutionary, and it was a lot less expensive than any of the MDM solutions we were looking at,” says Spencer.

The company soon rolled out 500 smart phones to the organization. Through Centrify, employees self-enrolled their devices and everything required by each individual was pushed down to them automatically through the Centrify platform.



The Results

Centrally managed mobile devices means employees are accessible 24/7 to deal with issues as they arise. IT ensures user access to all mobile critical apps from any location. Productivity and security have improved significantly.

“Security is a big concern for critical infrastructure systems, so it's important to consider the security aspects of any new solution. We did that, and we chose Centrify.”

Martin Spencer
PC Asset Manager,
Snowy Hydro Ltd

Since implementation of the Centrify solution, the company's three main challenges have been met: Centrally managed soft phone apps allow wi-fi access regardless of physical location; key corporate apps are now available through the Centrify web portal; and security across the organization has taken a leap forward.

“Now everyone is accessible at all times. Our people can be out in the field, literally climbing a pole somewhere, and still receive an email and reply to it in real time. It allows us to move much faster.

“Our controllers simply have to enter the portal and tap on an application to see how the water is flowing through the dam, or how much electricity is being generated, and with that information identify issues as they arise. And we can rest assured that only the right people have access to all the right information at all times,” says Spencer.

Centrify provides Snowy Hydro the ability to push the Wi-Fi network and with it essential information to the phones without user involvement—no configuration, no passwords, etc. minimizing complexity, speeding up processes and dramatically simplifying the onboarding of devices.

“The ease of employee enrollment has been great, and the ease-of-use has increased to such a degree that employees are now coming up with new app ideas that will assist them in their day-to-day activities and make us run more efficiently.”



Centrify provides **unified identity management** across data center, cloud and mobile environments that result in single sign-on (SSO) for users and a simplified identity infrastructure for IT. Centrify's unified identity management software and cloud-based **Identity-as-a-Service (IDaaS)** solutions leverage an organization's existing identity infrastructure to enable **single sign-on**, multi-factor authentication, privileged identity management, auditing for compliance and enterprise mobility management.

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