

## Cornwall Stodart: Relitigating Mobile for Tomorrow



"We were seeking a customer-focussed, cost-effective and secure mobile telecommunications solution. Other companies offered individual components, however we felt that Mobile Mentor would provide a superior, holistic solution to our firm and they have exceeded our expectations."

Ben Lowry  
Director of Operations  
Cornwall Stodart

Cornwall Stodart's Director of Operations doesn't like to do things by halves. When the company's employees reported coverage issues with their mobile carrier and dissatisfaction with corporate-issued smartphones, Ben Lowry decided to relitigate the entire mobile environment.

This started a change program that saw the company not only switch mobile carrier, but also change from BlackBerry to iPhone devices and introduce a Bring-Your-Own-Device (BYOD) program for smartphones and tablets and outsource the management of all mobile assets.

Cornwall Stodart is one of Melbourne's most established legal practices with over 60 legal practitioners. Being a successful law firm where time is at a premium, Cornwall Stodart required a managed service for mobile which could provide prompt mobile support for their busy law practitioners through a 24/7 helpdesk, hot-swap hardware replacements and personalised mentoring for the users. The shift away from BlackBerry to iPhones & iPads posed new security challenges which were considered a priority.

To address these challenges Cornwall Stodart chose to engage Mobile Mentor to secure their mobile fleet, facilitate the change of network operator, empower users and deploy a successful BYOD program.

Call us now to unlock the full potential of your mobile workforce.

#### Contact us

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## Change Management

The first logical step in the process was to revise the mobile policy to provide clear and unambiguous rules with regards to the use of mobile devices and costs, especially focused on BYOD. This policy was to define the rules of engagement between employees and employer and required a collaborative effort between Cornwall Stodart and Mobile Mentor.

Mobile Mentor then implemented a Mobile Device Management (MDM) platform to securely manage all the BYOD devices connecting to Cornwall Stodart's network.

Next, Mobile Mentor worked closely with Cornwall Stodart's new mobile carrier to port numbers and enrol the devices (iPhone, BlackBerry, Android AND Windows) onto the MDM platform.

To round off the implementation phase, Mobile Mentor provided Mentoring sessions to staff members to unlock the full potential of their new devices.

## Support Services

To reduce potential downtime for Cornwall Stodart's legal practitioners, Mobile Mentor provides a 24/7 helpdesk for mobile and manages a pool of loan devices to keep staff productive while their mobile device is being repaired. Mobile Mentor also manages the firm's mobile expense profile to ensure costs are contained.

## The Verdict

Cornwall Stodart has successfully migrated all users to the new mobile network and enrolled a fleet of BYOD devices onto the MDM platform so they are securely connected. Personalised mentoring sessions have empowered users to make the most out of their new devices and a new mobile policy is in place and is governed by monthly reporting.

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Ben Lowry, Director of Operations, Cornwall Stodart, 2012