



Cellcrypt mobile User case Study

European security firm uses Cellcrypt Mobile to protect its business development team when discussing lucrative business deals with large mining company in Central Africa.

Henderson Risk Limited (HRL) is a UK based Security and Risk Management company providing Business Intelligence, Asset Protection and Crisis Management services through three main areas of activity; consultancy, service provision and training. It is a global organization with over 700 employees, headquarters in the UK and satellite operational bases in the USA, Mauritania, Zambia, South Africa, Kosovo and Hong Kong.

In 2010, an HRL business development team was deployed to Central Africa to discuss potential security contracts with a large mining corporation. After being informed of a phone interception threat, the team was concerned about the security of their confidential communications to HRL's UK offices and used Cellcrypt Mobile to protect their calls.

The team used Cellcrypt Mobile to communicate with each other and with their colleagues at their HQ in London, and used six BlackBerry smartphones configured with UK SIMs.

Initially, most of the calls with the UK were made from team member's hotel rooms in Africa using the local Wi-Fi connection, but usage naturally extended to using local cellular networks as well, not least of all because voice quality was better than local GSM networks when the team received a good data connection. Recipients in the UK used Cellcrypt Mobile over cellular and Wi-Fi connections.

One benefit that the team reported was that Cellcrypt Mobile could rapidly and easily be deployed to new team members and partners who became part of the negotiation team for short periods. Also, team members appreciated being able to make secure calls without drawing any attention to themselves by onlookers and that the application was hidden from casual observers deep within the phone's menu system. They also had confidence knowing that the application could easily be turned off (or even deleted and rapidly reinstalled later) if required.

The HRL team's experience of Cellcrypt Mobile was that it was easy to use and very similar to making normal cell phone calls. Call set-up was impressively fast for trusted contacts (which had previously authenticated each other), and initial key exchange and negotiation between new contacts also exceeded the team's expectations.

Call quality was excellent for the team in all conditions and not only clearer than mobile and landline calls from the region to the UK, but it was also reported to be clearer than UK to UK landline calls.

When cellular network conditions were poor, then voice call latency was higher than a normal phone call but once the team had taken a short time to get used to this, they were easily able to conduct long conversations without any difficulty or loss of understanding. Users reported that the increased confidence in security of their most important conversations far-outweighed any increased voice delay over cellular networks. There was no noticeable voice call delay across Wi-Fi networks.

For HRL administrators, Cellcrypt Mobile is easy to manage. Provisioning Cellcrypt Mobile application software to user devices took a few minutes with configuration being done in the UK as well as remotely to users already situated in central Africa.

Also, the reliability and stability of the application in all circumstances was received positively.

Overview

- UK-based company operating in Central Africa
- Business team having key business discussions with mining company
- Needs to protect commercial secrets when discussing negotiations with HQ in London
- Six permanent Cellcrypt Mobile for BlackBerry users with other team members having temporary access

Benefits

- Reliable, secure calls
- Easy to use and manage
- High voice quality (better than standard cellular)

Why Cellcrypt

- Supports BlackBerry
- Trusted company and product
- Leads market with innovation

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