PointsBet Stakes Security on Devicie

Concerns about possible device security vulnerabilities and a growing need for a standardised operating environment, were the drivers behind PointsBet becoming an early adopter of Devicie.

PointsBet is an innovative, Australian-owned online gambling business, which has rapidly expanded into several US states, and has ambitious ongoing growth plans. Online retailers, particularly those in the gambling sector, are attractive targets for cyber attack, and PointsBet is committed to protecting its customers' information to the highest level.

Minor issues with employee devices and a surge in growth, prompted the business to look more closely at device security. Tom Rundle, PointsBet CIO explains: 'We didn't have a centralised Standard Operating Environment at the time and we knew our devices had vulnerabilities – we just weren't sure of the extent of our exposure or what the risks were'. Employees had a range of

devices, with different configurations, bespoke software and version conflicts, making it labour-intensive to lock down security and meet compliance regulations. Rundle continues: 'We clearly needed a more standardised approach to security and a faster way of deploying important patches and keeping applications up to date'.

The business evaluated other device management systems and vendors, but came back to Devicie for its unrivalled security credentials, and the flexibility and speed offered by the platform. There were no existing Devicie users at the time, and the technology was still under development, but Andrei Goutnik, Head of Technology Systems and Operations, says the business felt confident moving forward with Devicie:

Key points:

- Employee numbers have grown by 150%, but IT staff by only 20%, since Devicie implementation

- New employees and devices are onboarded in just 30 minutes.

Devicie

'We were already working with Devicie's sister company, Secure Measure, so we knew what these guys were capable of in the security sphere, plus we could see that Devicie's functionality was way ahead of other technologies'.

W orking together, it took a few days to design, build and optimise the PointsBet SOE on Devicie, including software packaging – something that now takes just a few hours. PointsBet opted to support five main device models, rather than go fully 'bring-your-own', and Devicie was first tested on a small group of employees with complex needs. They were overwhelmingly enthusiastic. They now had an optimised user experience, no service desk needs, and could login to company systems safely via any internet connection.

Because Devicie identifies with employees rather than devices, PointsBet staff can move between devices at will. For example, an IT developer was unable to work at his usual workstation, and simply requested to be 'Devicie'd' a new device. Within 30 minutes he was up and running again. Devicie had delivered him everything he needed to do his job and taken control of security on the device. The platform knows how employees like

to work, ensuring that files and apps are presented accordingly, and locally-saved files are also migrated.

Rundle explains that Devicie has delivered numerous benefits to PointsBet: 'We've been able to keep IT resources to a minimum, because maintaining employee devices is no longer labour-intensive. Patching and security configurations are fully automated so we just don't need to worry about these things anymore'. Goutnik adds: 'We now have 5 offices across Australia and the US, and 250 staff. Devicie has enabled us to onboard employees and new devices in barely 30 minutes, rather than the days it used to take – and it all happens without human intervention'.

To schedule a discussion on how Devicie can help your organisation, please contact Martin on 1300 636 443 or martin.mcgregor@devicie.com.au

"...maintaining employee devices is no longer labour-intensive. Patching and security configurations are fully automated so we just don't need to worry about these things anymore."

– Tom Rundle, PointsBet CIO

Devicie