



### Customer Profile

Arqiva is a communications infrastructure and media services company. Four years ago they began developing the Police Mobile Data Solution for UK Police Forces.

### Industry

Government /  
Telecommunications

### Challenges

To protect the infrastructure for day-to-day policing against all current and future cyber-threats providing officers in the field with immediate, encrypted and secure access to vital systems and resources such as the Police National Computer, Warrants Management System, Command and Control, mapping, email, fixed penalty notices, briefing updates and accident reporting.

### Kaspersky Lab Solution

Kaspersky Mobile Security  
Kaspersky® Work Space Security

### Results

- 90% improvement in form completion where the devices are being used
- Massive roll-out within UK police forces (Arqiva expects to roll out more than 40,000 devices)
- Effective protection against virus & malware attack

## Kaspersky Lab provide effective protection against virus & malware attack for Arqiva's Police Mobile Data Solution

One of the main objectives for UK police forces today is improving the quality of front-line services and increasing the presence of officers on the streets. Traditionally, a great deal of man-hours that could be spent tackling crime and interacting with citizens is spent at a desk completing back-office duties, particularly reporting.

### Security Challenge

Four years ago, the communications infrastructure and media services company, Arqiva, recognized that providing police officers with remote access to vital information, when and where they need it, was the future of modern day-to-day policing and they began developing the Police Mobile Data Solution. The Police Mobile Data Solution is the latest technology-driven, productivity innovation in front-line policing. Elements of the solution utilize Kaspersky Mobile Security & Kaspersky® Work Space Security technology to protect against all current and future cyber-threats. Arqiva is deploying the Police Mobile Data Solution across the Metropolitan Police Force's IT infrastructure and is currently running proofs of concept with other UK forces.

### Solution

Arqiva's Police Mobile Data Solution is installed on mobile handset devices manufactured by HTC and operates on the Windows Mobile platform. It provides officers in the field with immediate, encrypted and secure access to vital systems and resources such as the Police National Computer, Warrants Management System, Command and Control, mapping, email, fixed penalty notices, briefing updates and accident reporting.

Peter Harris is the Head of Mobile Data at Arqiva and he states: "From the beginning we knew that if we wanted to be successful in rolling this solution out across all UK police forces it needed to be impenetrable to security threats, whether this is as a result of loss, theft or a cyber attack." During the product development process, the team reviewed the leading antivirus and mobile handset security solutions on the market and Kaspersky Mobile Security & Kaspersky® Work Space Security from Kaspersky Lab was the preferred choice.

Peter Harris cites its industry-leading detection levels, the ability to work in a Windows Mobile environment alongside Arqiva's own software and also its small footprint that requires minimal system resources, which in turn enables more power to be dedicated to user functions.

## CASE STUDY | Arqiva



“There is evidence that there has been a 90% improvement in form completion where the devices are being used. Today it is almost impossible for these devices to be attacked successfully and Kaspersky Mobile Security and Kaspersky® Work Space Security is fundamentally important to the protection of the Police Mobile Data Solution.”

Peter Harris  
Head of Mobile Data  
Arqiva



Following the launch of the product, Kaspersky Lab worked with Arqiva as a solutions partner, completing bespoke software development to match the exacting requirements of police forces, as Peter Harris explains: “The police required that an officer should be alerted when a cyber-threat is detected and removed from a device. So, we worked with Kaspersky Lab to develop a pop-up screen that would flag the occurrence to the officer, who would then be advised to contact the helpdesk for further instruction.”

Before the Police Mobile Data Solution could be authorized for use, it needed to pass the extensive security testing procedures that included penetration testing and the police’s own stringent security protocols. Every device is locked down and surrounded by a ‘security shell’ of which Kaspersky Mobile Security and Kaspersky® Work Space Security is an integral part. An officer logs on to the device using a unique username and password, along with numerous other checks that are in place to verify the authenticity of the user, as well as downloading the officers’ own personal settings. They can then access network resources via Arqiva’s Mobile Communications Gateway.

Kaspersky Lab provides regular antivirus updates and these are in turn administered by Arqiva to all devices ‘over the air’. Peter Harris explains the process: “As a precaution, devices are grouped, so that all devices are not being updated at the same time. Also, should an officer be using the device when the update is scheduled, it is postponed, similarly, an update can be stopped and then resumed from the point at which it was halted, should an officer require use of the device.”

## Results

Currently the Metropolitan Police is still in the rollout phase, Strathclyde Police and West Midlands Police are also using similar devices. Due to the success and interest in the Police Mobile Data Solution, Arqiva expects to roll out more than 40,000 devices across UK forces. “There is evidence that there has been a 90% improvement in form completion where the devices are being used,” adds Peter Harris, concluding that: “Today it is almost impossible for these devices to be attacked successfully and Kaspersky Mobile Security and Kaspersky® Work Space Security is fundamentally important to the protection of the Police Mobile Data Solution.”