

CUSTOMER SUCCESS STORY

Four relies on NetMotion to ‘work from anywhere,’ providing secure access and reliable connectivity company-wide



The Challenges

After struggling with poor user experience and an unreliable SSL VPN solution, Four Communications Group (Four) was in desperate need to improve remote working for its employees. The sudden onset of Covid-19 related office closures made this a company-wide issue and top priority. Four needed a tool to enhance people’s access to company systems and, most importantly, something that could cope with a variety of home internet connections. With both Mac and Windows users needing access to large creative files, they also needed a cross-platform solution that would provide the same quality connectivity and functionality to all users, regardless of the operating system.



NetMotion just makes that whole experience for the IT side of things much smoother, because the tunnel allows that management and communication that otherwise wasn’t possible with the solutions we had before.

Jake Fraser, IT & operations director
Four Communications Group

The Solution

After an evaluation, Four was ready to resolve their remote working issues and deploy NetMotion across the company. As a result, employees now have access to all corporate resources without relying on multiple supplemental tools and technologies, and giving users a full ‘office-like’ experience at home. IT also streamlined Four’s tech support process using NetMotion policy controls after ISPs blocked their existing remote support tool. Prior to NetMotion, support had to ask each user to set up a hotspot on their smartphone in order to provide a connection.

Now, a NetMotion policy allows the support tool to connect directly without any ISP issues, and their overall mean-time-to-resolution is faster than ever.



NetMotion just gets on with it and makes the best of whatever connectivity is available.

Jake Fraser, IT & operations director
Four Communications Group

The Results

Four successfully pivoted its global business by supporting a forward-thinking ‘work anywhere’ policy for employees. The company achieved this change by integrating the NetMotion platform, and designing a device security roadmap that relies on additional NetMotion features. To date, NetMotion has:

- Empowered Four’s unique hybrid work environment, resulting in a reduction of office space costs
- Quickly and seamlessly improved user experience and connectivity issues for all end users
- Provided a uniform remote experience for users of both MacOS and Windows devices
- Virtually eliminated dropped connections and glitches, even under poor network conditions
- Decreased connection-related support calls and trouble tickets to IT
- Allowed Four’s lean IT team to focus on value-add projects by NetMotion being easy to deploy, maintain, and support across seven global offices

