



The BBM Enterprise SDK Helped This BlackBerry Partner Keep a Major Law Firm Connected, Protected, and Productive

At a Glance

Tundra Core Studios Limited, a development firm based in Bristol in the UK, is a long-time BlackBerry Partner. As both a reseller and developer partner, their close relationship with our company has benefitted them in a variety of ways. Most recently, they used the BBM Enterprise SDK to develop an IM solution for a major UK law firm.



Partner Name Tundra Core Studios Limited

Location Bristol, UK

<https://tundracorestudios.co.uk/>

The Partner

Tundra Core Studios Limited provides a range of services including mobile application development, website design and development, and server configuration. Founded by entrepreneur and developer Toby Clench, it offers top-quality service, tailoring applications to the unique needs of its clients.

Tundra Core has been a BlackBerry Partner since 2013, leveraging our powerful solutions portfolio to help businesses realize their security and mobility goals – whatever those may be. Originally a development partner, Tundra Core decided to also start reselling when BlackBerry revamped its partner program in 2016. Tundra now resells BlackBerry UEM to its clients, and integrates BlackBerry Dynamics containerization into many of its products.

The Challenge

One of Tundra's major clients is a law firm by the name of Daniel Woodman & Co Ltd. Based in Bristol and serving clients across the UK, the firm specializes in crime, family law, and personal injury. Tundra has been helping the firm navigate the many security challenges of the UK legal industry for several years.

"Every law firm in the United Kingdom is governed by the Solicitor's Regulation Authority," says Toby Clench, Managing Director at Tundra. "They state that all highly-confidential information must remain in an encrypted format to prevent any sort of data leakage. That isn't easy with legacy hardware and software."

Originally, the firm relied on a legacy solution for secure email. Unfortunately, this tool was ill-suited for use on mobile devices. With a cumbersome interface and a failure-prone login process, it was at best extremely difficult to use.

The email platform also did not directly support file sharing, and downloads were subject to a great deal of latency. As a result, many solicitors simply chose not to use the legacy email solution. Instead, they relied on physical files.

"Daniel Woodman & Co Ltd wanted to provide the highest level of service possible to their clients, but legacy software held them back," explains Clench. "There was a ton of latency when loading and sending documents, and sometimes they didn't arrive at all. They had paralegals rushing to deliver urgent documents via taxi and bike messenger, documents which directly impacted the outcome of cases the firm was involved in."

In response to this challenge, Tundra developed a secure, mobile email solution, and helped the firm transition to a cloud-hosted server for file management. With strong file access policies and security protocols in place, the firm's solicitors could now work efficiently and securely from within the office – or remotely when connected to the company VPN.

Collaboration, however, still proved to be an issue. Email is not designed for real-time communication. Further, there is always the chance that someone might send a message to the wrong recipient – all it takes is for a single character to be misplaced.

In lieu of having to rely on email sharing, the firm needed something they could work with in real-time. They needed a mobile chat tool developed exclusively for them. This application needed to meet regulatory compliance requirements, and also had to allow staff to quickly share files between contacts. More importantly, it needed to function seamlessly on mobile devices.

Because security was of such critical importance, tools like the Twilio SDK were out of the question. The client expressed concern over the fact that such platforms primarily use SMS, which is unencrypted. The fact that encryption could be applied via a third-party API notwithstanding, they requested that Tundra Core seek an alternative.

“The BBM Enterprise SDK was a game-changer. The advantage was instantly apparent to our clients, and they are overjoyed with the solution. And the extensive documentation made it easy to use, and easy to integrate quickly and seamlessly.”

Toby Clench

Managing Director, Tundra Core Studios Limited

The Solution

When Tundra evaluated IP-based messaging solutions, there was only one with the established track record for security, reliability and scalability necessary to meet its clients needs – the BBM Enterprise SDK.

Built out of BlackBerry's leading enterprise messaging platform, the SDK allows BBM Enterprise's functionality to be easily integrated into any application. The decision to use it has been beneficial for both the developer and its client, which have both seen excellent results.

Ease of Development

According to Clench, the documentation made the BBM Enterprise SDK easy to learn, as it was some of the most extensive, well-developed he's seen. Many other SDKs tend to have holes in their documentation, blank spots that make it difficult to learn certain functionality. This was not the case with BlackBerry.

"With the BBM Enterprise SDK, we integrated secure messaging and file sharing directly into our app," says Clench. "We didn't have to worry about building additional infrastructure or learning a second API, which both saved us time and eliminated our upfront costs."

Client Satisfaction

Daniel Woodman & Co Ltd is thus far extremely satisfied with the BBM Enterprise SDK. It allows solicitors, partners, and other employees to communicate securely via mobile, and ensures the quick delivery of critical case files – often directly to a courtroom during a trial. More importantly, it's completely secure, and prevents documents from being leaked to unauthorized parties.

"The information we work with is of an extremely sensitive nature," says Anthony Pearce, Managing Clerk at Daniel Woodman & Co Ltd. "Enough so that we couldn't really trust Twilio to secure it. With the BBM Enterprise SDK, the security was already there. The moment Tundra finished developing our chat app, it was immediately compliant – we were able to start using it right away."

Secure Productivity

In law, the timely delivery of evidence can be the difference between a conviction or an acquittal. Thanks to Tundra Core's new app, their client need no longer worry about not having access to critical case files, as they no longer must rely on legacy solutions or on time-intensive delivery methods such as bike messengers. The impact has been enormous, says Clench.

"Using the SDK, we've built an integrated solution that sends documents directly from the law firm's servers through the chat app," explains Clench. "Files can either be sent to an entire group or to a single user, so the firm can facilitate departmental discussions. Everything links in really well, and it allows case files to be sent and received immediately, the moment someone needs them in court."



About BlackBerry

BlackBerry is securing a connected world, delivering innovative solutions across the entire mobile ecosystem and beyond. We secure the world's most sensitive data across all end points – from cars to smartphones – making the mobile-first enterprise vision a reality. Founded in 1984 and based in Waterloo, Ontario, BlackBerry operates

offices in North America, Europe, Middle East and Africa, Asia Pacific and Latin America. The Company trades under the ticker symbols "BB" on the Toronto Stock Exchange and "BBRY" on the NASDAQ. For more information, visit us.blackberry.com