



## Federal Railroad Administration (FRA)

The FRA used Fiberlink's Mobile Device Management service to support its thousands of remote employees, help control costs and maintain security.



### CHALLENGE:

Fully support Railroad Inspectors and other field personnel who have limited bandwidth. Make sure they have the correct software patches and updates to keep their devices secure. Accurately and seamlessly track and manage mobile assets. Meet all the requirements above with minimal user intervention.

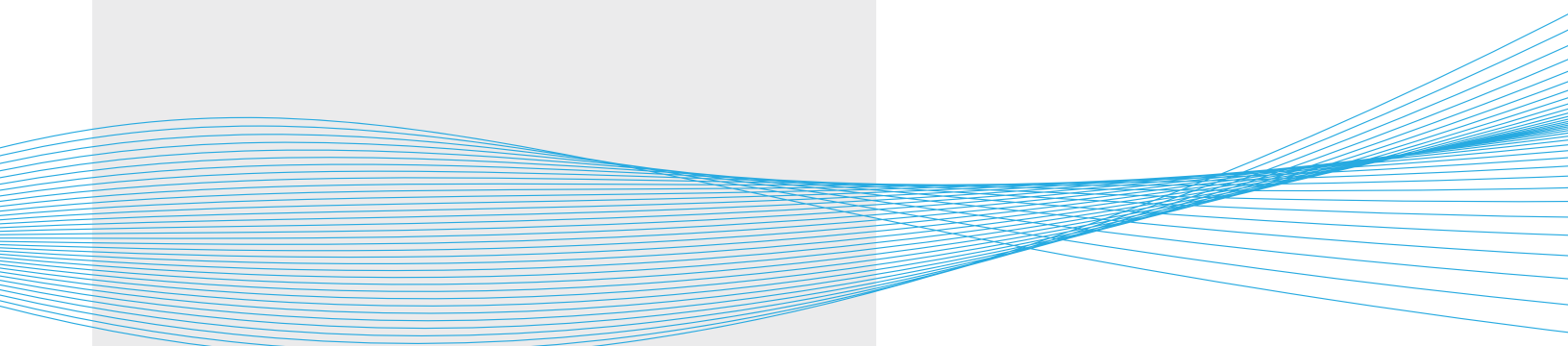
### SOLUTION:

Use MaaS360's patch management module to deploy patches and updates. Use MaaS360's reports to see connection data as well as hardware and software information.

### RESULTS:

FISMA data calls that used to involve 9 or more IT staff (and week's worth of data collection and culling) can now be done in minutes by one person with no guess work.

Steven Weinacht, Field IT Operations Manager for the Federal Railroad Administration (FRA), is responsible for supporting all mobile devices used by Railroad Inspectors and regional office personnel across the United States. They were constantly behind in OS patches and updates, and Steven could not easily generate a clear picture of FRA's as-is state. Not having timely and accurate visibility of their patch management state, end user bandwidth connectivity, hardware, software and IT asset tracking was a headache for the FRA and for Steven.



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*MaaS360 is a lifeline. Two thirds of our workforce are set up as full-time remote teleworkers. It was extremely challenging to support them from an IT perspective in several critical areas, e.g., timely patch management, asset management, and bandwidth management.*

*MaaS360 and its capabilities have enabled us to address all of these problem areas, and allowed us to move from a reactive to proactive environment with minimal cost and effort, and be able to generate timely, accurate reports.*

With MaaS360, Steven can quickly and easily see detailed information about each device's hardware state, and software with version levels. He can use that information to manage licenses and prepare for major migrations like Windows 7 with relative ease.

Steven can also see which operating system and software patches and updates are missing from each device, and deploy them without disrupting the user's productivity.

In addition, MaaS360's Any Connections Reporting provides visibility into all Internet connections, regardless of connection manager, device or service provider, and includes connections and usage details for dial, Wi-Fi, broadband and mobile data.

### The Challenge

The Railroad Inspectors have limited bandwidth, but still must adhere to all Federal, DOT and FRA security policies and mandates, while getting their job done. This made it extremely hard for the FRA to:

- Ensure required security applications were installed, up-to-date and running on remote endpoints, even when off of the network.
- Track the workforce's inventory, both hardware and software. Be able to manage warranties and upgrades, and prove that they didn't have restricted applications on their devices.
- Make sure all the devices received the patches they needed, without interfering with the Inspectors' productivity.

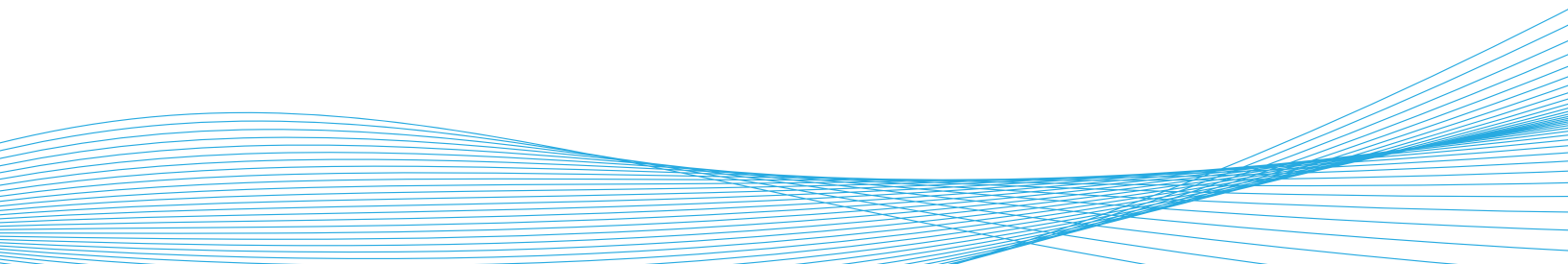
The Inspectors were missing the traditional LAN-based patch pushes due to lack of time virtually connected back to the FRA network and/or lack of throughput on remote dial connections.

### MaaS360's Patch Management and Reporting

MaaS360 collects information from each device every time it connects to the Internet, and displays it in easy-to-use reports accessible from any web browser.

With MaaS360's All Connections Reporting, Steven can see how users try to connect, how often they are unsuccessful, how long they stay connected, and more. He can look for better, faster, less expensive ways for the users to connect, determine if a user or groups of users might benefit from a different service provider, or help out if users have problems connecting.

MaaS360's Mobility Intelligence™ reports show detailed information about devices, including which ones will soon have expired warranties.



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### The Results

As a result, the FRA knows where it stands at any given point in time. FRA IT staff can see not only the OS, security patches and updates but every piece of software installed on the device, along with the make, model, serial number, RAM and hard drive space available.

In one case, MaaS360 reports showed that 50 of the 200 laptops that were being considered for refresh recently were actually fine in terms of memory, disk space, etc. Instead of replacing all of the laptops, they only replaced the 150 that really needed to be replaced. At \$2K per device, they saved \$100,000!

FRA IT staff can see which patches and updates are missing on each machine, including how critical they are. They can now be deployed to devices within hours, rather than days or weeks, and require minimal user interaction.

Devices are more secure than ever, because FRA IT staff can quickly and easily deploy patches and upgrades to them. As soon as they connect to the Internet they receive the updates.

Because MaaS360 is a hosted service outside of the DOT / FRA network, it provided the perfect complement to DOT's existing suite of WAN/LAN based security services. "We can finally manage our users and systems rather than them managing us."

MaaS360 has been so successful at FRA, that the Federal Motor Carrier Administration and the FRA Office of Safety State Inspector Program are also now using the service. With support now for iPads, iPhones and Androids, MaaS360 is getting a look for Mobile Device Management across the entire Department of Transportation. Icing on the cake: FRA, FMCSA and Safety have quickly, easily and cost effectively met OMB's new Cloud First policy well ahead of the required completion date.



### For More Information

To learn more about our technology and services visit [www.maas360.com](http://www.maas360.com).  
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