Top security while others sleep

The Challenge: A secure and accessible operation

With the launch of its GuardTools® system, Blue Mobile Systems needed a third party who could supply a secure server solution.

"Because our own customers are in the security business the demands were high. The rules state that security companies must be able to show the physical server where important data is stored. Partly to make sure unauthorized people can't access sensitive information but also so the police can request access to the data. Clearly, public cloud services are out of the question," says Leo de Meere, Managing Director at Blue Mobile Systems.

"When choosing the supplier, many of our customers preferred Tripnet, which made it easier. We also had our own criteria: The company should be Swedish, not listed on the stock exchange and, above all, debt-free. It was vital for us to know who was behind the company, and to know they were committed, accessible and independent."

The Solution: Traditional hosting—but with an unusual daily rhythm

For most Tripnet customers, late evenings and nights are a time for updates, reboots and back-ups. Blue Mobile Systems is an unusual customer because Guard-Tools needs maximum operational reliability at night. To meet these needs, Tripnet became extra flexible and carried out maintenance at other times of the day.

Tripnet's service includes hardware, data storage and backup. Blue Mobile Systems also gets its own dedicated technician at Tripnet. The 24/7 operating agreement ensures that Tripnet monitors around the clock if something happens, flags any issue immediately to the customer and is very active with troubleshooting.

The Result: Challenges that help us develop

Security is a critical area for Blue Mobile Systems and their business. But while they are responsible for their own proprietary software, Tripnet takes care of troubleshooting, operations and information should anything happen.

"For our customers to have confidence in our product, it must be secure. And we know that the Tripnet solution is exactly that. In addition, some of our customers have let independent parties audit the system – and they've given it the seal of approval.

Although Tripnet is a major player with a high capacity, they're accessible just like a smaller company. For us, it was important to have a direct dialogue with the owners and management. It is crucial to us that they are committed and professional, and have a high level of technical expertise," says Leo de Meere, who also believes that the challenges have enhanced their partnership. "It's when there are challenges that you really get to know your suppliers."

Blue Mobile Systems

With an idea based on several years' research at the Viktoria Institute in Gothenburg, Blue Mobile Systems was founded in 2004. Their Guard-Tools® product gives an alternative to traditional security guard checkpoints for different tasks – thanks to mobile devices that communicate with a server. The aim is to reduce the risk of human error, improve the quality of the security company's assignment and be transparent to the end-customer.

Tripnet delivers

- Operation and monitoring 24/7
- Infrastructure as a Service (Iaas)
- Virtual server capacity
- Data storage
- Firewall
- Internet capacity
- Backup

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