



Enterprise Mobility Suite just fits for Just Energy

Just Energy Case Study

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Energy company gives remote workers extra jolt of productivity

Believe it or not, the first recorded use of natural-gas drilling is as early as 1821, when a New York man named William Hart drilled into the ground after noticing gas bubbles coming to the surface of a creek. He took a washtub, drilled a hole in it, and turned it upside down to capture the gas. Then he inserted a rifle barrel into the hole and lit a flame. And there you had it—a continuous light—and Hart went on to form the Fredonia Gas Light Company, ushering in a new era of energy that continues today. Our wells go a little deeper now than Hart's 27 feet and we're exploring new technologies, but consumer demand just keeps getting stronger. Just Energy is rushing to fill it.

Just Energy, a leading provider of natural gas, electricity and green energy, was established in 1997 and serves more than two million customers across North America and in the UK. Along with electricity and natural gas supply, the company offers green energy product options and energy efficient programs that let customers support a cleaner environment.

As part of its growth, the company places a high priority on having the right technology for the job. "We are a relatively fast-paced, aggressive business," says Eskander Mirza, Manager of Technology Services for Just Energy. "Our technology and business processes need to be aligned with that."

For instance, Just Energy is, in its own words, "a big fan" of the cloud. It is currently using Microsoft Azure for some platform and infrastructure services, along with StorSimple backed up to Azure storage. Mirza is quick to add that it's only a matter of time before the company adopts client-facing solutions like Microsoft Office 365 with OneDrive. "It just makes sense. It's where we need to go."

But one of the biggest priorities for the IT department at Just Energy is supporting its hundreds of corporate users, who are located across Canada, the US, and the U.K. Mirza explains: "It is vital for our employees to be able to work from any of our global locations and access all corporate resources."

Highlights

- » Customer Name: Just Energy
- » Industry: Power and Gas
- » Country or Region: Canada
- » Employee Size: 500
- » Partner Name: Avaleris
- » Products
- » Microsoft Enterprise Mobility Suite

About Just Energy

Established in 1997, Just Energy (NYSE:JE, TSX:JE) is an energy management solutions provider specializing in electricity, natural gas, solar and green energy. With offices located across the United States, Canada, and the United Kingdom, Just Energy serves approximately two million residential and commercial customers. The company offers a wide range of energy products and home energy management services including long-term fixed-price, variable price, and flat bill programs, smart thermostats, and residential solar solutions. Just Energy Group Inc. is the parent company of Amigo Energy, Commerce Energy, Green Star Energy, Hudson Energy, JE Solar, Tara Energy and TerraPass.

www.justenergy.com

Wait, there's a better solution?

The company had been using an RSA-token based solution to provide remote users with access to corporate resources. However, the solution was expensive and unwieldy to manage. "We had to set up users, work with them on getting mobile devices supported, and issue RSA soft tokens," says Mirza. "If they didn't have a soft token or didn't want to use their personal phones, we had to mail them tokens. Tokens got lost or expired, and were extremely costly to replace."

The company didn't realize there were any other choices—that is, until the Microsoft team told it about Microsoft Enterprise Mobility Suite (EMS). Get multi-factor authentication? Integrate with their existing Active Directory infrastructure? Dispense with tokens entirely? Just Energy was sold.

The company also liked that it could eventually use Microsoft Intune for a future bring-your-own-device (BYOD) strategy and rights management services for documents in Microsoft OneDrive or Microsoft Office.

The Microsoft team connected Just Energy with Microsoft partner Avaleris. "Just Energy wanted to do a proof of concept with us for about 200 users to test EMS and see if it was a good fit," says Liam McCart, Account Executive at Avaleris. "It was."

Now, all corporate users log directly into the corporate virtual private network (VPN) based on Active Directory credentials, rather than having to use RSA tokens. "We want our remote users to have a full corporate experience, regardless of where they're working," says Mirza. "This includes everything from CRM and ERP to email and intranet and beyond. EMS makes it happen."

MFA saves the day.

True mobility requires giving users access to corporate resources, wherever they are. But to enable secure access requires multi-factor authentication. The RSA-token solution provided this—just not efficiently. Now, with EMS, the process is much simpler. In addition, it takes advantage of the company's existing Microsoft technologies, like easy integration with Active Directory.

"Replacing RSA Authentication Manager with multi-factor authentication means we don't have to maintain infrastructure to make it work, and it's more flexible with the kinds of devices and type of authentication that are possible," says Mirza. For instance, it's a lot easier for users, because they can choose to authenticate using the mobile app, or getting a text or a phone call.

Furthermore, both the IT department and corporate users are excited about the self-service features offered by EMS. "With EMS, if a user switches phones, they can go onto the site themselves and change their phone number or add a new app to their device," says Joseph Nguyen, Assistant Administrator for Just Energy.

About Avaleris

Avaleris provides specialized consulting and expert IT services to help organizations efficiently adopt highly secure enterprise IT infrastructures using the latest Microsoft identity and security solutions. The company is a Microsoft partner assisting clients in North America and Europe, and has successfully performed over 80% of the identity management projects for Microsoft in Canada. Avaleris was founded by a management team with significant experience in providing professional services, integrated solutions, and enterprise software products in the areas of IT security and identity management. The founders of Avaleris had previously founded Alacris, Inc., the developer of idNexus, a digital certificate and smart card management system that was acquired by Microsoft in 2005 and is now a component of Forefront Identity Manager (FIM) 2010.

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