Mobile Security Company Keeps its Employees On the Ball Around the World

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Summary
The mobile computing era has arrived, bringing with it mobile security problems.

Lookout uses a proactive approach to protect mobile devices and networks for individuals, businesses and governments.

Lookout employees use Zoom to collaborate across offices in California and the UK.

Zoom provided Lookout with a simple solution that's enterprise-ready, focuses on security, and offers a feature-rich platform.

Lookout

In recent years, the world has seen a shift from the desktop computers and laptops to more compact mobile devices. As hardware manufacturers started making smaller, powerful components to build up their platforms, phones were able to pack troves of data, multitask better, and render higher resolutions. Lo and behold, the mobile computing era has arrived. But, as with any new era, it arrived with problems of its own.

Devices connected to a network always present security liabilities. Some of the biggest problems come from the fact that the user isn't always able to tell if he/she is falling into a malware trap. This consequence of "being connected" created a demand for post-PC-era security solutions. A company called Lookout has stepped in to fill that void. Lookout boasts 40 million users and a level of trust built from relationships with T-Mobile, Deutsche Telekom, Sprint, and Orange. Lookout uses a proactive approach to protect devices and networks for individuals, businesses and governments. Their contributions have been recognized with awards such as the 2013 World Economic Forum Tech Pioneer and Fast Company's Most Innovative Mobile Companies.

As with any big company, though, Lookout has a problem: it has multiple offices hundreds of miles apart. Two of its locations are in California, one is in the UK, and it's looking to expand internationally. How do you get your employees to communicate and collaborate effectively from such distances? By adopting a video conferencing solution, of course!

Lookout has tried a number of video conferencing solutions. Most didn't cater to the company's needs as much as they would have hoped. One solution they tried was designed for consumers and didn't offer many security features. Other common problems included the requirement for participants to have accounts at the service provider and a lack of control (i.e. monitoring who is using the application and how it's being used).

Dana Campbell, Systems Administrator at Lookout, spoke with us about the company's decision to use Zoom. "I first learned of Zoom at a Macworld conference," she said. "I instantly became interested. We were using multiple services to meet our video conferencing needs,

but we really were looking for one simple solution that's enterprise-ready, focuses on security, and offers a feature-rich platform. In other words, we were trying to find one service that would 'do it all.' We had employees using two pieces of software simultaneously just so they could share their screens while having a video conversation. When I saw Zoom, I saw an opportunity. **As a reliable cloud service, Zoom has become a nearly-perfect solution for Lookout.**"

Lookout has been using Zoom since February.

Dana told us about the different Zoom features Lookout used in its internal conversations, including screen-sharing capabilities and the easy way to start a conference. But aside from all these features, perhaps single sign-on (SSO) was one of the most crucial for the company, considering Lookout's leading position in mobile security. For SSO, they've used Okta, with which Zoom is designed to connect. "**Zoom's staff helped us get the job done seamlessly**," she added. "We were very surprised that Zoom already had that feature."

As far as video quality is concerned, Zoom has given Lookout the possibility of making full use of its tuned-up hardware. "We're using a Thunderbolt dock. 85 percent of our computers are Macs. Because of the dock's high speed and compatibility with multiple platforms, we've been able to diversify between Macs and PCs," Dana said. One of the central features of their conference room is the 55-inch LG SmartTV, which does justice to Zoom's video HD streams. Let's not forget their wide-angle HD webcam that allows them to transmit crystal-clear images back to outside participants.

But that's not all Dana had to say about their conference set-up: "A Zoom-based conference room like this one costs about $3,000. Other comparable hardware systems cost more, at around $10,000."

Using Zoom has given Lookout:

- Total control of application usage and deployment
- Flexibility with conferencing environments
- Cost savings against other video conferencing solutions
- Cost savings in conference room setup
- Complete autonomy over conference room hardware choices
- Single sign-on integration
- A holistic solution that contains all of the crucial features an enterprise needs
- A simple system that doesn't require a significant, if any, learning curve

Lookout is now able to easily deploy the Zoom across multiple locations, create conference room environments without investing in proprietary hardware, and increase employee productivity with an all-in-one solution that allows them to both share their screens and talk within a single interface. Additionally, the company is also using Zoom to communicate with external partners.

In short: **Lookout managed to get its hands on a solution that doesn't require any compromise on cost or quality**.

zoom

About Zoom

Zoom, the cloud meeting company, unifies cloud video conferencing, simple web meetings, and group collaboration into one easy-to-use platform. Our solution offers the first available mobile-screen sharing and an innovative hybrid cloud service, and works across desktop, tablet, mobile and room systems. Zoom services over 40 million participants and more than 100,000 businesses globally.

Website
zoom.us

Innovations
First 3-in-1 Cloud HD Meeting Platform
First Mobile Screen Sharing
First Hybrid Cloud Service