

“We wanted an efficient secure file sharing solution that could enhance collaboration – rather than simply serving as a file transfer mechanism...”

- Allen Hammond,  
Director of IT, City of Pleasanton



#### Top Selling Point

Ability to boost employee productivity in the field, enhance communications for City employees and residents, and shore up limited IT resources while ensuring stringent data security and compliance requirements.

#### Stand-Out Functionality

Integration with SharePoint that avoids duplication of documents to meet City's strict record keeping and archiving compliance needs.

#### Cool Use Case

SWAT team members use kiteworks to securely share confidential law enforcement data, site maps and tactical plans with SWAT team members in a neighboring city.



## City of Pleasanton

### Goodbye FTP and Shadow IT; Hello Secure File Sharing and Efficient Collaboration

#### Background

Approximately 78,000 people reside in the City of Pleasanton, California, in the San Francisco Bay Area. The City also hosts about 4,000 businesses, including offices for companies such as Clorox, Oracle, Safeway, and Workday. Pleasanton is a full service city, meaning it has its own police department, fire department, and library. The City employs 500 people year round, plus another 200 workers for seasonal work. A single, centralized IT organization serves all City departments.

#### Challenge

The ability to easily and securely exchange data is a must for the City of Pleasanton and this typically involves very large files. Whether it's members of the SWAT team sharing tactical plans, service workers accessing forms or manuals in the field, or planners collaborating with residents and developers on new building plans, both employees and external users require an efficient way to share and collaborate on sensitive documents from any location.

The City had relied on email for years for the purpose of exchanging documents, but growing file sizes made email inefficient for both internal and external stakeholders, encouraging the use of cloud based file-sharing solutions as an alternative. These solutions were not only unsecure but also didn't comply with the City's record keeping and archiving requirements. Plus, the need to keep the City's police officers and public works employees – many of whom had been issued smartphones with just 16GB of storage – tethered to the City's network created an immediate need for an enterprise-grade solution that would enable file sharing while in the field.

“We wanted an efficient secure file sharing solution that could enhance collaboration – rather than simply serving as a file transfer mechanism,” said Allen Hammond, Director of IT for the City of Pleasanton. “Just as important, we needed an enterprise solution rather than a non-compliant patchwork of Shadow IT solutions.”

The City tried FTP as an alternative to sending attachments via email, but faced a new set of challenges. Many users found FTP cumbersome and as a result, additional IT support was required to administer, manage and troubleshoot user accounts – creating administrative headaches and consuming precious IT admin resources.

## Quick Facts – The City of Pleasanton



Deployed Since  
**2013**



Sharepoint Enabled  
**Yes**



Custom Web Interface  
**Yes**



Email Integration  
**Yes**



Mobile Integration  
**Yes**

✓ Replacement for FTP that's easier to use and frees up valuable IT resources

✓ Support mobile employees, allowing them to be productive in the field

✓ Enabled ongoing compliance with chain-of-custody

“Our employees want to be able to open a browser and have information at their fingertips – FTP is the old-school way of doing business,” said Hammond. “Employees like the path of least resistance, and so the last thing we wanted was using anonymous FTP accounts or turning to Shadow IT solutions such as YouSendIt without our knowledge.”

The City of Pleasanton decided to find a single enterprise file sharing and collaboration solution that would enhance productivity in the field, was easy for employees and constituents to use, required little IT resources to manage, and finally was secure and compliant.

### Solution

The City chose kiteworks to support its extensive file sharing and collaboration needs. Other file sharing solutions such as Box were evaluated, however Hammond considers kiteworks' private cloud, on-premises deployment a huge advantage over other solutions as security is a top priority. Having kiteworks in its own data center also allows Hammond's team to maintain full control over the location and storage of its data to help the City meet regulatory compliance requirements.

Hammond adds, “We aren't opposed to public cloud solutions and even implement them in many areas of our organization. There's one asset however that's off limits and that's our data, particularly law enforcement data. The Department of Justice just doesn't allow us to store it in the public cloud.”

Another big selling point was kiteworks' integration with SharePoint, as the City actively used this content system to collaborate with outside constituents like residents, vendors and developers. Nevertheless, SharePoint usability, user adoption and duplication of files made document version control challenging. This was a big problem given the City's archiving

and record keeping compliance requirements. “We needed to maintain the chain of custody on shared documents and kiteworks totally addresses this,” said Hammond. “The platform enforces rigorous access control policies and logs all user activity to aid with compliance and required record keeping.”

In addition, SharePoint was time consuming to manage, especially when working with outside entities. Hammond understands the importance of transparent communications with residents but doesn't think it should require an active directory account to collaborate and comment on files. As a result, Hammond wanted to get out of the business of administering accounts, “kiteworks allows IT to step back and not be involved in some of the more mundane issues like account management, document version control, and browser compatibility.”

The City also employs two attorneys and partners with many external law firms that specialize in various fields of law such as worker's compensation and transportation. kiteworks has been instrumental in enabling collaboration with these and other external resources, providing a comprehensive solution that's easy to manage, meets the City's stringent security and compliance needs and eliminates the temptation to use Shadow IT solutions to be more efficient, “kiteworks has facilitated all of our needs.”

### About Accellion

Accellion, Inc. is the industry leader in providing private cloud solutions for secure access and sharing of enterprise information across devices, enabling employees to work securely wherever. Founded in 1999, Accellion is an award-winning, private company headquartered in Palo Alto, California with offices in North America, APAC, and Europe. The company has evolved from its roots in cloud storage into a leading enterprise security software provider. More than 15 million business users and 2,500 of the world's leading corporations and government agencies, including Procter & Gamble; Indiana University Health; Kaiser Permanente; Hogan Lovells; Bridgestone; Harvard University; the Securities and Exchange Commission; and NASA use Accellion solutions to protect confidential information, ensure compliance, increase business productivity, and reduce IT costs.

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Email: [sales@accellion.com](mailto:sales@accellion.com)  
Phone: +1 650 249 9544

Accellion, Inc.  
1804 Embarcadero Road  
Palo Alto, CA 94303



For additional successful deployments: [www.accellion.com/resources/case-studies](http://www.accellion.com/resources/case-studies)

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