



Responding to the challenges of remote working in a FinTech environment with datajar.mobi Hybrid

Curve is a banking platform that consolidates cards and accounts into one smart card and app. Being a cloud-first organisation and almost exclusively Mac-based, it leverages on datajar.mobi to secure its Apple estate and ensure it is compliant with infused policies and industry regulations.

The increased need for remote working has been the driving force behind Curve implementing changes and improvements within its IT department that have allowed them to continue to grow and operate smoothly during COVID-19.

In this discussion, Rob Barrett, IT workplace tech lead engineer at Curve, shares the challenges of remote working and how datajar.mobi Hybrid helped the team respond to the challenges brought by the pandemic.

According to a recent survey, 55% of respondents said they would work remotely 100% of the time.



Global presence with offices in UK, USA and Lithuania



One of the fastest-growing FinTech start-ups in the United Kingdom



Almost 100 percent Apple based estate used in all areas of the business



Using datajar.mobi Hybrid for Apple device management



ISO27001 accreditation, requiring applications to be on the latest version



Was remote working already an established practice prior to it being applied company-wide?

Remote working is something we have always allowed staff to do. It was fully put to the test before the pandemic, when all staff worked from home on a Friday. Once the severity of the COVID-19 situation became apparent, all staff shifted to working remotely full-time, and our BAU activities continued to operate without a hitch.

When was the switch to remote working decided? Had the IT team been preparing in advance for that?

We became aware remote working would become a necessity in the run up to lockdown. IT - otherwise known as Workplace Tech Engineering - had already envisioned how activities would continue, as well as any potential changes that needed to be made.

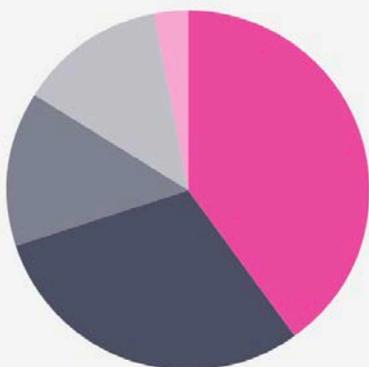
What is the feedback from your end-users on working from home? What works well for them and have there been any unexpected challenges they had to deal with?

Most people seem to dislike the feeling of being trapped/isolated in their home. One of the key things we changed was communicating more frequently. This helps everyone stay up to date with what their team is doing. Some teams also keep a Hangouts call open for a couple of hours and hold drop in sessions - this could be for a quick chat or to get help with a particular concern or challenge.

Have you come across any new data or device security challenges - related to remote working - that have not been a consideration for you in the past? Are there particular things you would advise others to be mindful of?

Our InfoSec team created a document of things we wanted people to be mindful of, such as securing their home WiFi. For example, most people do not change the default username and password. Another example is reminding staff to be mindful of their surroundings - flatmates and family members are not Curve employees, so they should not be able to easily see content on their screens.

What is the biggest benefit you see to working remotely?



- 40% Flexible schedule
- 30% Working from anywhere
- 14% Time with family
- 13% Working from home
- 3% Other

What was the biggest challenge you faced during your transition to remote working?

The biggest challenge was our Curve Camps - our onboarding week for new starters. We have PreStage Enrolments as part of our workflows, so the setup for the Mac works well. A guide to how the new starters can join the Hangouts call was also created to alleviate any potential issues.

A top-down view of a desk with a laptop, keyboard, mouse, coffee, and plants. The desk is light-colored with a dark mousepad. There are two coffee cups, one white and one black, and two small potted plants. A dark blue semi-transparent box is overlaid on the center of the image, containing a quote and the author's name.

“

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Rob Barrett, Workplace Tech Engineering

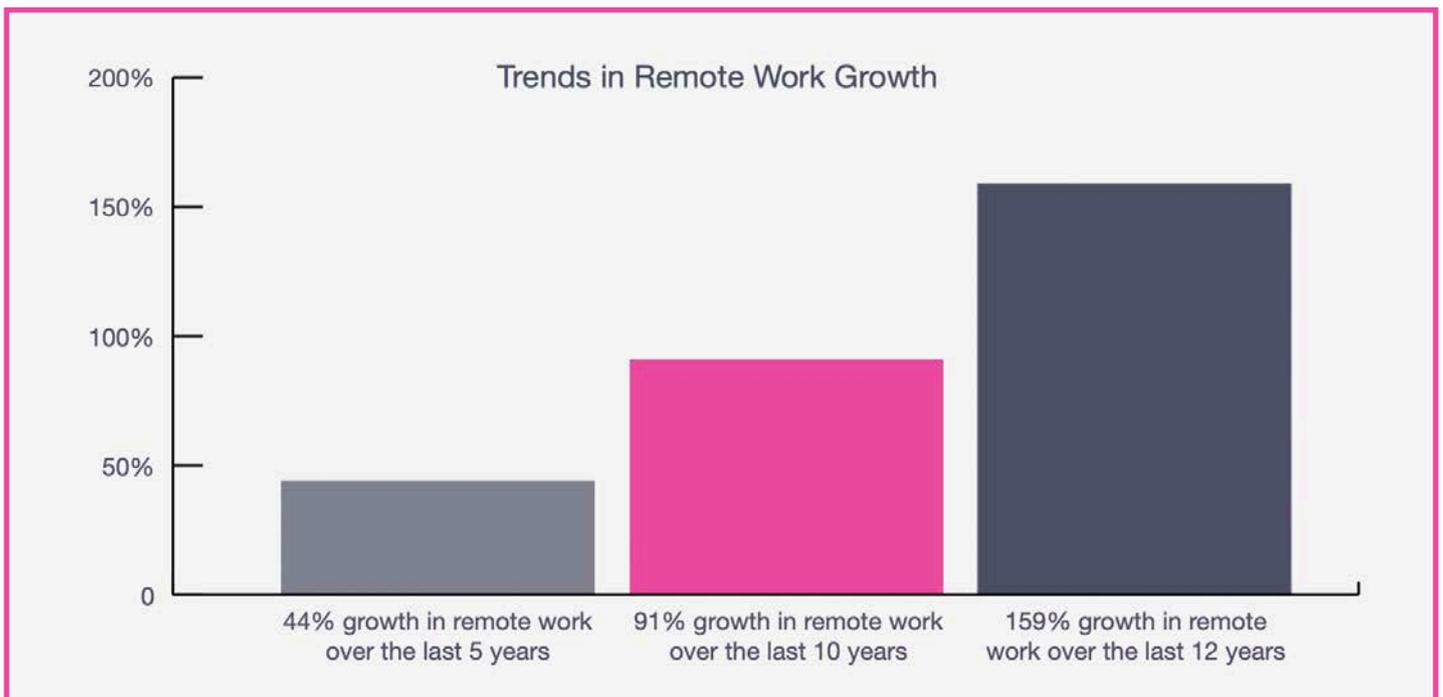
Onboarding new users is a challenge for most organisations, even more so when done remotely. What is your process like, and have you had to change it at all to accommodate remote working?

We have recently revamped our onboarding - we have an average participant experience score of 93 per cent and are keen to continue this. We currently run the onboarding week for our Bristol staff remotely and have not encountered any major issues. Things are different with all staff working from home, but we believe it is going smoothly. When new starters join, each experience allows us to gauge how well things work, and highlights any changes we need to make.

Based on your experience so far, what is your advice to other Apple admins who are preparing their environment for remote work?

Focus on configuring and automating as much as possible so your tools work for you. Patch management - get something that can automate this function. Doing it yourself is tedious and time consuming - it is a potential quick and easy security hole that can be plugged.

Have options for providing headsets, find a standard one that can be ordered for staff. Video and audio conferences have increased hugely, the Mac speakers/microphones are good but something dedicated like a Plantronic headset is always better and it means no one can hear potentially confidential conversations.



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