

Transforming Field Data Access for a European Police Force with a Hybrid Cloud Solution

CTERA's cloud-native platform eliminated legacy infrastructure debt, closed ransomware exposure, and freed IT resources to drive growth.

CHALLENGE

Modernized File Services Empower Mobile Law Enforcement

Legacy file servers hindered the police force through complex management, poor data sharing, and limited mobility.

SOLUTION

Unified Office and Mobile Data Access for Police Force

CTERA unified police data, granting field officers secure, mobile access identical to in-office file servers.

OUTCOME

Transformed Police Operations with Unified Security and Mobility

CTERA transformed police operations by enabling secure mobile reporting and agile team collaboration via unified access.

KEY RESULTS



Enables secure mobile reporting directly from the field



Facilitates agile collaboration across police departments



Unifies data access across mobile devices and office servers



Transforms operations for modern efficiency

The game-changing capability is the CTERA Mobile App, which allows officers in the field to access the exact same data on their mobile devices as their colleagues using the in-office edge filers.

INDUSTRY

Law Enforcement

REGION

Central Europe

PRODUCTS

CTERA Intelligent Data Platform

USE CASE

NAS Modernization & Remote Workplace Enablement

To overcome the limitations of its aging, on-premises file servers, a major European police force deployed the CTERA Intelligent Data Platform (CTERA Edge Filers) and CTERA Enterprise Data Services (CTERA Drive Share). The solution empowers officers with secure, mobile access to files from the field, streamlines inter-departmental collaboration, and provides a modern, centrally managed infrastructure that enhances operational agility and efficiency.



The deployment has transformed daily operations. Police reports can now be created and filed directly from a mobile device in the field, saving valuable time and eliminating the need to return to the office for paperwork.

The Customer Challenge

The police force's previous infrastructure, built on traditional file servers, created significant operational friction. The system made it difficult for officers and departments to share data, and its complex management consumed an excessive amount of time the IT team's time. In an era of modern, responsive policing, the police force was hindered by a legacy system that lacked the capabilities for remote and mobile work.

The primary goal was to find a single, unified solution that could combine traditional file services with modern, secure remote access capabilities (EFSS). The police force needed a platform that could simplify management while empowering officers to be more effective in the field by enabling them to access and create reports from their mobile devices. They also required the agility to quickly establish collaborative cross-departmental workspaces for major events, without depending on IT intervention.

The Solution

The CTERA platform was deployed to create a unified and secure data environment. CTERA Edge Filers were installed at the core police locations, providing high-performance local access. These were integrated with CTERA Drive Share, which extends the same data access to remote and mobile users. The key to the solution is its ability to provide unified access to a single source of data from both the in-office edge filers and the CTERA Mobile App, directly addressing the core challenge of enabling a productive mobile workforce.

The game-changing capability for the customer is the CTERA Mobile App, which allows officers in the field to access the exact same data on their mobile devices as their colleagues using the in-office edge filers. This integration directly addresses the core challenge of enabling a productive mobile workforce for field personnel.

** Due to strict security regulations, the initial validation and deployment timeline exceeded two years. The partner is currently rolling out the core file services. The police force had originally planned to begin the mobile rollout in late summer 2025, but a lack of required functionality meant they had to wait for a CTERA release at the end of Q1 2026. The mobile rollout remains ongoing, as it depends on a product feature that has not yet been implemented, with the user rollout for mobile devices now expected to begin in late summer 2026.

The Result

The decision to select CTERA was driven by the police force's trusted IT partner, which functions as the outsourced IT department for a government ministry. After a series of deep technical discussions that established trust and credibility, the partner recognized that CTERA could deliver far more than the police force's initial request to simply maintain existing file services.

While the police force was initially focused on a like-for-like replacement, they were quickly impressed by the new operational possibilities enabled by CTERA's mobile capabilities. The key differentiator was CTERA's robust security architecture combined with its unique ability to provide unified access to a single source of data from both edge filers and mobile devices.

This technical advantage was the critical factor in the selection. The deployment has transformed daily operations. Police reports can now be created and filed directly from a mobile device in the field, saving valuable time and eliminating the need to return to the office for paperwork. Furthermore, the platform gives departments the agility to instantly create shared workspaces for collaboration during critical events – independent from IT. The partner now hosts the entire CTERA installation within its own secure environment, providing a modern and secure platform that supports the demands of 21st-century law enforcement.

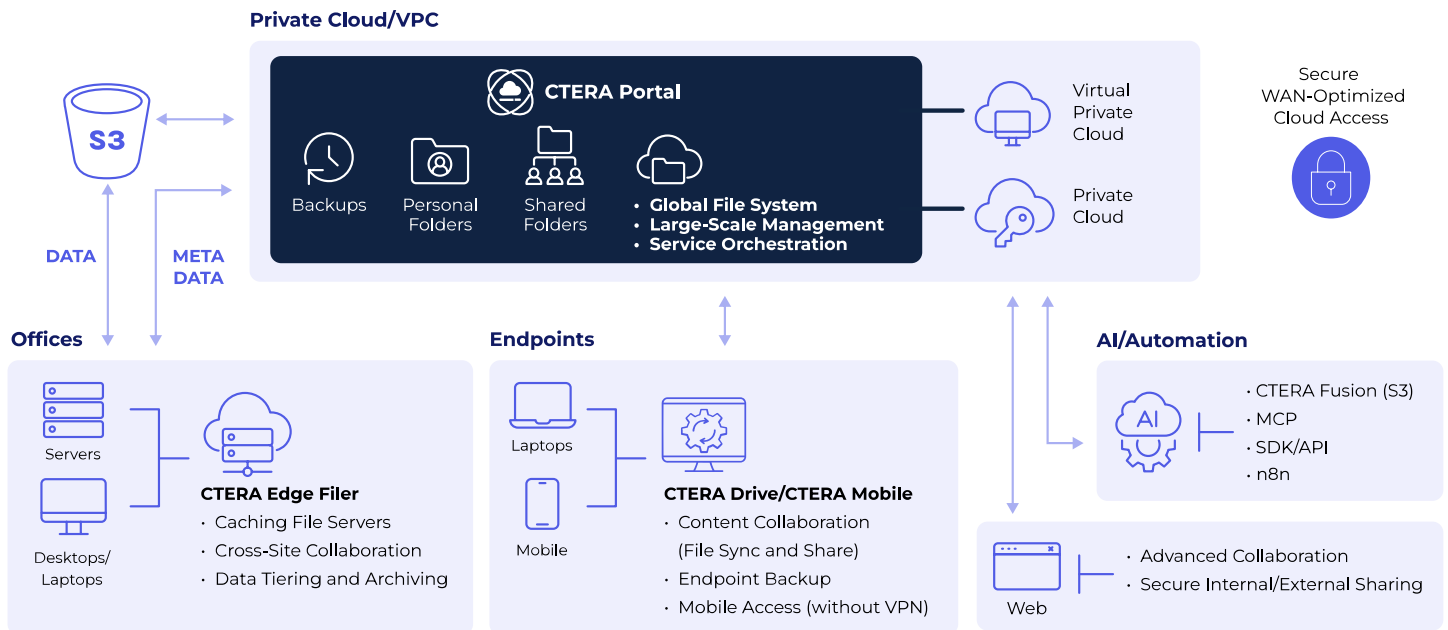
Key Results & Benefits

The CTERA platform was deployed to create a unified and secure data environment.

- 1 On-the-Field Productivity**
 Officers can create, file, and access police reports directly from mobile devices, eliminating unnecessary trips back to the office.
- 2 Unified Single Source of Data**
 Connects in-office CTERA Edge Filers with the CTERA Mobile App, ensuring seamless, identical data access for both remote and station personnel.
- 3 Agile, IT-Independent Collaboration**
 Allows departments to instantly set up shared workspaces for critical events without relying on IT intervention.
- 4 Robust Security & Hosted Architecture**
 Delivers a modern, secure data environment hosted within the trusted partner's infrastructure to safely support law enforcement needs.



CTERA Intelligent Data Platform Solution Architecture



The CTERA Intelligent Data Platform

The CTERA Intelligent Data Platform unifies local, cloud, and remote data, creating a single, secure namespace for users and applications. Its architecture modernizes file storage, enabling multi-site collaboration and automated data protection across the enterprise.

Easy to deploy and manage from a single pane of glass, CTERA Edge Filers and endpoint agents replace traditional file servers and NAS. They work in concert with the CTERA Portal to deliver a cost-effective, cyber-resilient solution that provides secure edge-to-cloud file services.

- **A Unified Global File System:** Seamless file access from any office, device, or cloud.
- **Cyber-Resilient Data Protection:** Instantly recover from ransomware with immutable snapshots and zero-day threat detection.
- **Cloud Tiering:** Reduce storage costs by tiering files to the most efficient storage layer without impacting user access.
- **Centralized Management:** Control and secure your entire distributed file infrastructure from a single console.
- **Scalable Multi-Tenancy:** Effortlessly manage complex, multi-department organizations from a single platform, providing secure, isolated file services for different business units or even empowering service providers to manage their own infrastructure
- **Enhanced Productivity:** Empower your remote and distributed workforce with secure, fast, and collaborative access to files.
- **The Highest Level of Security:** Protect your data with end-to-end encryption, multi-factor authentication, and a zero-trust architecture.

A regional police force in Central Europe responsible for the law enforcement and public safety of its citizens. The organization serves 20,000 users across approximately 10 core locations. The key decision maker for this deal was the IT group within the police force. The deal's partner participant is a designated group working in collaboration with the police force.

Ready to future-proof your organization?

See how CTERA can support your organization's mission to provide next-generation care.

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