



Case Study - Professional & Creative Services

ICD Security Solutions



ICD Security Solutions uses Box as a robust file server and collaboration platform for its growing international workforce.

“Box is very stable, reliable, very good for collaboration, and customer service is responsive and proactive. I’ve had a great experience working with the Box.net team.”

Adam Marks
Manager of Technology and
Information Services
ICD

WebVault Collaboration Sales

Call 1-877-798-3282

www.datavault.com

ICD Security Solutions is a security systems integrator based in Asia. They provide professional services in systems design and installation, project management, testing, maintenance, training, and personnel placement. Founded in 1999, ICD has offices across China, Taiwan, Singapore, India, and the United States.

Challenge

In the first few years of business, ICD employees shared and exchanged files using a combination of methods including storing files on a Windows-based file server, emailing attachments and even sending files through Skype chats. However, as ICD grew, these methods were no longer adequate. “It became a real problem because we were getting bigger and our people were traveling all over the world,” explained Adam Marks, Manager of Technology and Information Services. Adam looked into building a custom file server and maintaining it in-house, but decided the cost was too high. He also looked into other document management solutions, but most seemed geared towards one type of media storage, which would not work. ICD needed to store and manage detailed security designs, implementation documents, spreadsheets, PDFs and media files. In addition, the company wanted to easily share corporate forms and applications and enable its international staff to collaborate on client projects easily.

Solution

Adam came across Box.net while reading CIO magazine, which he trusted for good recommendations. “I first trusted Box.net because of what I read in CIO magazine,” Adam said. “But as I researched Box.net more, it seemed like a good fit.” Founded in 2005 with the mission to help people access their information easily from any location, Box.net now has over 2 million users from thousands of businesses that look to Box to help replace FTP software, simplify file management, and accelerate team productivity.

Box now serves as ICD’s central repository for all of the company’s files. Adam likes Box’s simplicity and feels that it serves the company’s management and collaboration needs well. “The interface was easy to learn and understand. It covers all the bases and doesn’t go overboard with features we don’t need,” Adam added. He said that it was especially easy for staff to collaborate on project files and folders, regardless of the size. “When we share project designs and implementations with clients, it’s awesome that we can just send secure links to big project folders.”

Besides offering ICD a “robust file server that is available worldwide,” Adam likes the value that comes with Box’s web-based service: “Box is constantly improving. It has features I could never easily build on my own. And, I know the team behind Box is always working to make the system better.”



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While Adam originally came across Box through someone else's recommendation, he now has no trouble recommending Box to others on his own: "Box is very stable, reliable, very good for collaboration, and customer service is responsive and proactive. I've had a great experience working with the Box.net team."