

Array Networks DesktopDirect Provides Remote Access to All Employees

Leading financial institution deploys Array Networks DesktopDirect to provide scalable, seamless access for mobile and non-mobile users.

Overview

A global top 7 financial institution headquartered in New York, with regional offices throughout North America, South America, Europe, Asia and Australia needed to provide on-demand remote access for their entire workforce of over 35,000 employees. Access needed to be provided from a standard web browser using each employee's existing single sign-on (SSO) credentials while maintaining regulatory compliance and preventing data leakage.

During the H5N1 virus (also known as Avian Flu) outbreak the company recognized the need to be able provide remote access to every company employee. In the event of a global or regional outbreak it was estimated that all employees would need to work remotely for as much as two weeks at a time. With a global presence, the company also recognized that regional events such as severe storms could prevent local employees from reaching their offices for extended time periods. Existing secure remote access solutions, such as SSL VPN, did not scale on-demand and were too costly to deploy across the entire corporation.

In order to maintain productivity and enable employees to work through business disruptions the company launched an initiative to provide secure, easy-to-use remote access to every employee.

Challenge

In order to maintain their longstanding tradition of providing institutional and individual investors with new investing opportunities and advising clients on strategic transactions, the company needed to enable all workers to work remotely in the event of a global or regional event that prohibited direct office access. The company faced many challenges in providing an on-demand remote access solution for all employees. Most remote access solutions require that each employee be provided with a corporate laptop that they use remotely to access the corporate servers via SSL

VPN. Each laptop also must have an SSL VPN client installed. For a company with over 35,000 employees providing each employee with a corporate laptop is both prohibitively expensive and incredibly difficult to manage and maintain.

After identifying that providing SSL VPN access and laptops to each employee was not feasible to deploy for all employees the company investigated the possibility of providing remote access via the existing terminal services capabilities available in employee workstations' OS. However, with the terminal services related

Executive Summary

Challenges

- Provide remote access for up to 35,000 Concurrent Users
- Work with existing SSL VPN infrastructure
- License costs and infrastructure for SSL VPN prohibitively expensive

Solution

- Array Networks SPX5800 with DesktopDirect

Benefits

- Remote access provided to all company employees
- Data leakage eliminated
- Footprint 85% smaller than competing solutions

Customer Profile

- Top-7 financial services firm
- Worldwide branch office, headquartered in New York, NY
- 35,000 employees



functionality and the company's existing SSL VPN solution, employees could transfer data from corporate servers or workstations to their laptop or other access device. For a financial institution allowing unrestricted data access and copies of confidential client and company data to exist on personal devices would violate compliance regulations. The company needed a solution that would provide remote access while preventing data leakage.

The company was also concerned about scalability. Supporting 35,000 users in a high availability configuration would have required up to 20 SSL VPN appliances per site which is extremely cost prohibitive with no guarantee that the solution could handle dynamic fluctuating demand and worldwide corporate growth.

Solution

After evaluating competitive SSL VPN and remote access solutions the company selected DesktopDirect from Array Networks. Initial testing occurred on a single Array SPX appliance showed the capability of supporting close to 15,000 concurrent users. Final deployment consists of DesktopDirect deployed in a high availability configuration to support four US and international datacenters.

IT administrators have full control over which types of data and applications that a user can access remotely which blocks sources of data leakage and maintains compliance.

The company also uses a flexible Business Continuity licensing for DesktopDirect. User count can exceed normal operating rates for up to 10 days with no intervention from IT. The company does not need to purchase user licenses for all 35,000 employees which significantly reduces cost.

Benefits

Because DesktopDirect is accessed via a standard web browser using an employee's existing single sign-on credentials, all employees can now have secure remote access from any location which enables them to provide services to customers at all times and continue to work on time critical projects securely. Employee self-registration significantly reduces IT management time, and with all files remaining on the employees' corporate workstation or virtual desktop data leakage via remote access is eliminated.

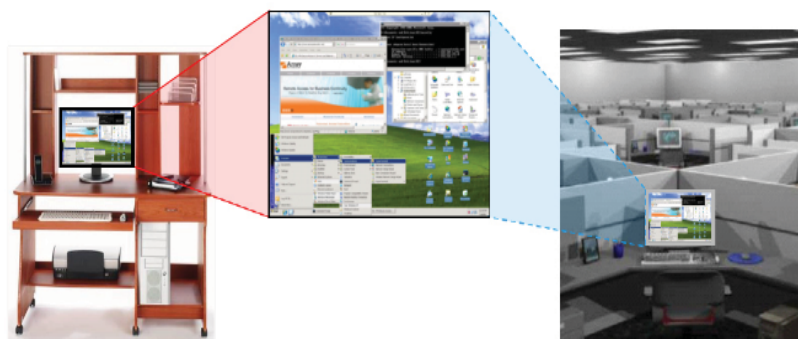
DesktopDirect also provides Zero Service Interruption which enables DesktopDirect to automatically



scale to tens of thousands of users automatically. By providing a feature that enables automatic scalability the company can support an instantaneous increase in remote access users without administrative intervention. Not requiring datacenter changes in the middle of a work stoppage event has enabled the company to save resources that would have been required to reconfigure and then reset configurations back to normal after the event.

In one instance, New York, the company's headquarter city, was hit by a major snowstorm on a Friday in early 2011. On a typical Friday the company will have up to 8,000 remote users accessing their workstations via Array Networks DesktopDirect. Due to the snowstorm, public transportation was stopped and roads were impassible forcing many workers to remain at home. Over 15,000 users accessed their workstations via DesktopDirect were able to remain home and continue working. The additional 7,000 users were handled seamlessly and their ability to work prevented the company from losing millions of dollars due to lost productivity of 7,000+ users.

The company has utilized DesktopDirect for several years and is now expanding the deployment to support access to virtual desktops and desktop access on Apple iPads.



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Array Networks, Inc.
1371 McCarthy, Blvd.
Milpitas, CA 95035
408-240-8700
1-866-MY-ARRAY
arraynetworks.net