Array NETWORKS
Access. Security. Performance.

case study

Remote Desktop Access

DesktopDirect

Industry: **Petroleum and Petrochemical**
Application: **BCP and Remote Access to Applications**
Product: **Array DesktopDirect**

Challenges

- Quickly establish BCP measures, as mandated by the national government
- Maintain oil production levels through disruptive events
- Enable remote productivity for non-executive staff, in light of H1N1 flu concerns
- Enable remote users to access custom applications only accessible from existing desktop PCs
- Protect sensitive information about oil reserves and production

Solution

- Array Networks DesktopDirect

Benefits

- Immediate compliance to national BCP mandate
- Assurance of continued, consistent oil production processes
- Allows for all company staff to work from other locations, in the event of an H1N1 outbreak
- Provides remote accessibility to custom applications that can only be used from office desktop PCs
- Eliminates data leakage risk for sensitive oil resource data
- Maintains strict internal standards for data privacy

Array Networks DesktopDirect: Business Continuity and Secure Internal Application Delivery

This case study is related to a large petrochemical and petroleum company. For nearly 100 years, the company has been providing oil to customers around the globe. The company possesses the equivalent of over US $1.1B in capital, and in 2008 generated the equivalent of over US $42B in consolidated revenue. The company manages a corporate body of nearly 8,000 employees and maintains 4 oil refineries, 2 petrochemical factories, and 8 branch offices.

The Challenge

The oil industry must maintain stringent standards, as it provides a vital component to industrialized society, which relies on petroleum products to thrive. The company was required by the national government to establish business continuity planning (BCP) measures immediately, to ensure normal production levels through potentially disruptive events.

The company needed strict data privacy for resource information such as oil reserve locations and production capacity. Thus, remote access to their intranet had previously been limited to only high-level employees, mainly executives. Due to the economic climate, the company needed to operate with limited staff, but growing H1N1 flu concerns highlighted the need to provide remote access to staff members in non-executive roles such as finance, IT, and international operations. Thus, the solution needed to ensure business productivity despite few human resources, and to provide a high level of security, to minimize disruption risk to production processes and business continuity.

The company had long established a global enterprise network for managing information systems and applications, but these were almost entirely custom-developed client-server based applications, which employees could only access from a company PC residing in the internal network. Initially, the company tried Remote Desktop Protocol (RDP). However, RDP by itself had issues with security, since IT had no way of controlling how users manipulated data locally, from remote locations.

The Solution

With DesktopDirect, the company was able to ensure business continuity for production processes, enabling staff members in non-executive roles to work remotely without compromising sensitive information. DesktopDirect's ease of deployment enabled the company to quickly establish the required level of BCP compliance mandated by the government, without the delays associated with installing and configuring individual desktops or additional networking equipment. This translated to continued, uninterrupted oil production.

Key staff members in finance, IT, and international operations were able to access their desktop PCs from remote locations. Similar to RDP, DesktopDirect provided the familiar environment of the desktop PC, eliminating the need for training and resulting in immediate productivity. But unlike RDP, DesktopDirect provided redirection control capability, enabling the company to solve its BCP challenge without introducing any data leakage risks. From anywhere, any employee, not just essential staff members, could now access the company's custom client-server applications securely, since IT maintained control over which users could print, save, or otherwise manipulate data locally. The company quickly established BCP compliance while maintaining its own stringent security standards, without requiring IT to make any changes to its existing application infrastructure.

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