



AG SERIES CASE STUDY

City of Lilburn, GA

Array's AG Series and DesktopDirect connect remote city facilities and allow key employees to remain productive during business-disruptive circumstances through secure, easy-to-use SSL VPN and remote desktop access.

Background

Located in Gwinnett County, within the Atlanta metropolitan region, the City of Lilburn, Georgia was incorporated in 1910, ceased to exist as a municipality around 1929 during the Great Depression, then re-formed as a city government in 1955. This thriving small town is now home to just over 13,000 residents within the city limits. A new city hall, public library, police facility and a revitalization of the downtown are all underway. The city's tagline is "Small Town. Big Difference."

City staff of more than 60 provides or manages a wide range of services for residents, including parks and recreation, planning and economic development, garbage and recycling, police and municipal court, and others.

Industry:

Government – Local

Challenges:

Provide employees in remote city maintenance facilities with an easy, secure and cost-effective means to access the city network

Allow preapproved city hall employees to work from home when needed to allow their functions to continue uninterrupted

Solution:

Array Networks AG Series secure access gateway with DesktopDirect for secure remote desktop access

Benefits:

Fleet and roads maintenance staff are able to connect securely to the city network to access email, documents and other resources via SSL VPN

Authorized employees are able to work from home or other remote location when necessary, allowing them to continue their work even when they are unable to get to the office

Challenges

While the current and planned city hall house the majority of city staff members, two facilities – fleet maintenance and road maintenance – are by necessity in remote facilities better suited to their requirements. Staff members located in these facilities, however, still need to access the city network for various functions such as email. In addition, because these facilities are located elsewhere within the city, it was not possible to run fiber or other connections to tie them directly into the city network.

In addition, the city wanted a solution to allow preapproved managers and employees to telecommute when needed, during medical leave or other business-disruptive situations. Ideally, the solution would be extremely easy to use, and would allow staff members to access only the data and applications for which they were authorized – for example, human resources staff should not be allowed to access finance department resources, and vice versa.

Solution and Results

For the last five years, the city's IT department has been managed by Keith Cox, an independent consultant. Prior to joining the City of Lilburn, he was a member of Gwinnett County's IT team for more than 25 years. While with Gwinnett County he had used an SSL VPN and remote desktop access product, however, it was very complex and expensive. He sought a product that would fit the city's budget and needs, while still providing scalability and flexibility.

During his time with Gwinnett County, he had built a strong partnership with nationwide Array reseller Technology Integration Group (TIG), and with his TIG account representative, Debbie Bannister. Noted Cox, "She's my ally I can rely upon."

Bannister recommended Array's AG Series secure access gateway with DesktopDirect™ remote desktop feature set. "It's easy for me to offer a product like Array's AG – it's just so easy, so simple and so secure," Bannister said. She arranged a 30-day trial for the city so that Cox could put the Array appliance through its paces.

"It just does what we needed it to do," Cox said of the Array AG Series and DesktopDirect. "It's cost effective, simple to install, and it just works."

According to Cox, city employees are "thrilled with the ability to work from home" if approved by the city manager. "They can log in and get all their usual desktop applications, as well as financial and human resources packages if they're authorized," he said.

"DesktopDirect is the slick part about it. It's not complicated – users can just click on an icon on their personal PC to connect."

**Keith Cox, IT Consultant
City of Lilburn, Georgia**

Approved telecommuters can take a laptop home from their office, or use a home computer as an option. "It's just like they're sitting here at the office," Cox said. "DesktopDirect is the slick part about it. It's not complicated – users can just click on an icon on their personal PC to connect."

Benefits

When life events, weather conditions such as ice storms or snow, or other business-disruptive events occur, authorized city employees can now

access and manage their respective tasks easily and securely. Training requirements are minimum to none since they are presented with the same familiar desktop that they use in the office every day.

Sensitive city information such as billing and personnel records does not leave the city network, as it never resides on the remote device (be it city-owned or a personal device).

In addition, workers in the remote fleet and roads maintenance facilities are able to securely access the city network to perform the tasks and functions required of their positions.

Lilburn employees are able to access and control their office computers from home or another remote location when needed, allowing their work to continue uninterrupted.

Employees at remote city facilities can now securely access the city network and resources, without requiring an additional cabling infrastructure.

"I generally look for the easiest and simplest way to do something [in the network]," noted Cox. Through his partnership with TIG and deployment of Array's AG Series SSL VPN and remote desktop access solutions, he has accomplished just that.

Summary

Through the Array AG Series secure access gateway and DesktopDirect, authorized City of

