

## Case Study:

### Remote Access for Authorized Users

#### Business Issue

A Supply company was looking for a secure way for the outside sales staff to be able to access the necessary company files, email, and to input sales orders. The solution needs to be secure as to not allow un-authorized users to look at company sales figures, proprietary information, future marketing strategies, and other confidential information. Solution needs to be easy for the end user to be able to set up with out regular IT support to help keep IT cost down.

#### Solution

It was determined that for sales staff that would need access to email, we would allow Outlook Web Access that comes with Microsoft's Small Business Server. The users are able to access their email through a website that then requires a username and password. This will allow the user to access Outlook Web Access, a familiar looking, easy to understand, fully functional email program that has the same look and feel as Outlook 2003, which most users are familiar with and understand. For those who require more assistance, this format is easy to learn and extremely well documented by both Microsoft and other parties.

For those who were determined to need access to files and order entry and not just email, we employed the Cisco Router and Cisco VPN solution. The decision for implementation of this was easy to make because of the ability to create an easy to install and operate initialization CD that allow users to connect to the network securely, and with limited IT support needed. This solution will allow users to connect to the network and access necessary company files that are needed for their respective jobs.

#### Results

Outside sales staff was able to access necessary email for a variety of locations securely. The sales staff didn't need IT staff to teach them how to access email after short training, and created handout for users who do not have easy access to IT staff. The users who were in need of access to more files and network resources were able to access through the secure VPN solution and were able to access from remote locations.



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