

**The Organization**

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This case study highlights the deployment of a SonicWALL® SSL-VPN 2000 at the Remco® Group (Remco), a transportation and distribution leader across Canada. Family-owned and operated for over 40 years, the Remco Group has established a solid reputation for fast, reliable and flexible customer service in transportation, full service warehousing and third-party logistics.

SonicWALL spoke with Mike Thompson, IT Project Manager at Remco, about the challenges he faces in providing secure remote access and support for Remco, and how his organization has integrated the SonicWALL SSL-VPN 2000 (v3.5) into a comprehensive secure remote access solution.

**Q.: *What issues were you facing that led you to consider the SonicWALL SSL-VPN 2000?***

**A.:** We had more people starting to work from home and wanting to access resources within the company from home, as well as a need to provide external customer support. We had initially established a client-to-firewall VPN tunnel that demanded a very strict internet policy.

**Q.: *What problems did that create for your remote users?***

**A.:** Once a remote user connected to our network, they could no longer surf the Web from their own home computers. For third-party customer access, we had to have them purchase and set up a site-to-site VPN tunnel between our network and theirs, and there would inevitably be routing conflicts.

**Q.: *In what ways did your previous VPN impact IT productivity?***

**A.:** We'd frequently run into IP address conflicts in trying to connect with external third-party customer VPNs, as well as with our own remote users' at-home routers. And if we wanted to support any remote user, we typically had to send a technician to the physical site.

**Q.: *How did you come to select the SSL-VPN 2000?***

**A.:** I'd experienced other SSL VPNs through other providers. Then I attended an online demo hosted by SonicWALL and discovered the v3.5 release could deliver the features I wanted, that the other vendors could not.

**Q.: *How has the SSL-VPN 2000 enhanced remote access for your end users?***

**A.:** Now we can tell users to do whatever they want on their own computer, online banking, watch streaming videos, whatever—as long as it's not coming through our network, we really don't care—and they can still securely access work resources through a published Web page, RDP or Citrix connection. Our users love it. And the Dynamic Virtual Office portal gives them a lot of information and help features they can access before they have to call us.

**Q.: *In what ways has the solution improved security?***

**A.:** Customer access is now limited to only what we let them see on the portal. They have no direct access to our servers or our network, so we can really tighten down the screws to make sure no one outside the company goes where they're not supposed to go.



## Remco Group Case Study

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*-Mike Thompson,  
IT Project Manager,  
Remco Group*

**Q.: How has the solution improved IT productivity?**

**A.:** The SonicWALL SSL-VPN 2000 has increased our support productivity by at least 30 percent. We push custom applications out to our customers that need support. Now they call us and we'll use the Virtual Assist feature to go into the machine without physically having to drive there. We can troubleshoot and chat without long distance phone costs as well.

**Q.: Which aspects of Virtual Assist do you find especially useful?**

**A.:** The Standalone Client is great. It lets remote users re-establish a connection really easily if we need to reboot or if their browser drops, and prevents a lot of frustration. That's the kind of control and functionality we want.

**Q.: Do you use Virtual Assist to support multiple platforms?**

**A.:** Remco's president is a Mac® user. And we expect that we'll be seeing a need to support additional Macs in the future.

**Q.: How else has the SSL-VPN 2000 improved IT productivity?**

**A.:** My support team uses NetExtender when they're on call at home. I personally use NetExtender at home for times if I get a call late at night. It's fabulous. It's easier and faster to transfer files, just like you were working right from the office.

**Q.: What are your plans for extending remote access over the SSL-VPN 2000 in the future?**

**A.:** We've got about 20 people using it now, and as more people become aware about what it can do, we plan to expand that count. It's a great product. Everything is running nice and smoothly.

### Case Study Solution Spotlight

#### **The SonicWALL SSL-VPN 2000**

The SonicWALL SSL-VPN 2000 solution provides small and mid-sized enterprises with a powerful, easy-to-use and cost-effective secure remote access and remote support solution that requires no pre-installed client software. Utilizing a standard Web browser, authorized users including mobile workers, partners and customers can securely access e-mail, files, intranets, business applications, desktops and servers from any location. All SonicWALL SSL VPN platforms support Windows, Mac and Linux®.

The SonicWALL SSL-VPN 2000 firmware v3.5 features Virtual Assist Standalone Client to enable multiple customer support and seamless remote reboot and reconnect; Virtual Assist Mac Support; NetExtender Windows Mobile for complete intranet access from mobile devices; subscription-based Web Application Firewall service; Application Offloading for secure access to specified Web applications through a configured portal; easy-to-use Dynamic Virtual Office user portal; and extensive IPv6 support.

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