

The Organization

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The Challenges

- Ease teleworker access to virtual call center system
- Streamline IT administration of virtual private network access

The SonicWALL Solutions

- SonicWALL SSL-VPN 2000

The Results

- One-click clientless connectivity to virtual desktop applications
- Reduced IT administration overhead
- Enhanced end user satisfaction
- Greater scalability in staffing and business growth

Founded in 1984, Total Transit, Inc.® is Phoenix's largest taxi service, operating over 500 vehicles with its division of Discount Cab. The company has grown to operate from bases in east and west Maricopa County, as well as Tucson, and contracts with over 200 healthcare, government and private agencies. In addition, Total Transit provides ValuTrans countywide bus service, MediTrans para-transit service and the Ride Source transportation brokerage service. As part of its dedication to community and environmental initiatives, the company recently updated its taxi fleet with fuel-efficient vehicles, becoming the largest Prius hybrid taxi fleet in the country.

The challenge: Securing access to the virtual call center

Recently, the company established a virtual call center, enabling staff to telework from home. In the initial phase, the company will direct voice traffic over landlines, and subsequently begin migrating traffic to a Voice over IP (VoIP) platform. In addition, they needed to establish secure remote access to call center applications remotely over a virtual private network (VPN).

"We were looking for both security and ease of use," said Wade Harding, IT Manager at Total Transit. "I've tried other VPN solutions from Microsoft® and RSA® that were either too insecure or too complex."

Harding already had access to site-to-site IPSec VPN connectivity over his SonicWALL® PRO 3060 Unified Threat Management (UTM) firewall. However, he not only wanted greater flexibility in deployment, but also the easiest experience for his end users. After further evaluations, Harding selected the SonicWALL SSL-VPN 2000 solution.

The solution: SonicWALL SSL-VPN 2000

Total Transit now has approximately 20 call center employees working remotely over the SonicWALL SSL-VPN 2000. Remote staff members log in over the VPN to a virtual call center desktop environment on a terminal server, while they receive their calls over their local landlines.

"The data side works perfectly over the SSL VPN," said Harding. "All you do is configure the SonicWALL SSL VPN, end users log in, click on the link and—boom—they are working."

The SonicWALL SSL-VPN 2000 provides mid-size organizations with a powerful, easy-to-use and cost-effective secure remote access solution that requires no pre-installed client software. Utilizing only a standard Web browser, users can easily and securely access applications, e-mail, files, intranets, remote desktops, servers and other resources on the corporate LAN from any location. SonicWALL SSL VPN solutions integrate seamlessly into virtually any wired or wireless network topology to deliver powerful, scalable and affordable remote access to corporate resources.

Total Transit, Inc. Case Study

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—Wade Harding
IT Manager
Total Transit, Inc.

SonicWALL Benefits

- Granular policy configuration controls
- Personalized portals
- Unrestricted concurrent user tunnels
- Clientless remote support
- Seamless integration behind any firewall

The result: Easy secure remote access

Remote call center staff can now easily and securely access their virtual call center applications as if they were in the office. Each end-user enters the VPN via a personalized Web-based portal that displays only the resources that are available to that user based on company policy. The end user does not need to install, configure or update any client software, because secure access is clientless and takes place through a standard Web browser.

"I've gotten several complements on how easy the SonicWALL SSL VPN is to use from people around the organization," said Howard Bannerman, Network Support Specialist at Total Transit. "It is also great that I don't have to get too technical with the end users over the phone to get them set up, like I would with IPSec VPN configurations."

Teleworking enables the company to apply the remote employees' personal computing equipment instead of purchasing and powering in-house inventory, while at the same time providing workers with greater job satisfaction and reducing turnover. It also provides more flexibility in staffing by enabling IT to have a fill-in worker up and running from anywhere at a moment's notice, as well as freeing the company to add staff regardless of any space limitations at their facility. In addition, the company's executive management staff also takes advantage of the SSL VPN for secure remote access to company resources from home or on the road.

The future: Continuity and growth

Total Transit is looking ahead to incorporating virtualization and the SonicWALL SSL-VPN 2000 into its disaster recovery and business continuity planning, as well as its business expansion.

"We are pursuing transportation projects both within and outside the state," said Harding. "The SonicWALL SSL VPN would be very useful to us in integrating new distributed offices or remote employees in the field."

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