

#### The Organisation

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#### The Challenge

Deploy a secure, reliable, scalable wireless solution to enhance the productivity and performance of a mobile workforce.

#### The SonicWALL Solution

A SonicWALL SSL-VPN 2000 connects a PRO 5060, a PRO 2040 and numerous TZ 170 Wireless and SonicPoints to ensure secure wireless connectivity with high availability and productivity. A SonicWALL CSM 2100 CF provides comprehensive content filtering.

#### The Results

- Significantly reduces system management costs by outsourcing management of the network to specialist provider who uses SonicWALL GMS.
- Improves customer service by enabling employees real time, secure access to business data.
- Increases productivity, allowing remote users to work regardless of where they are or the time of day.
- Provides a secure wireless and wired infrastructure for further development.

### Australia's leading healthcare distributor Device Technologies depends on SonicWALL to secure propriety customer data in remote, wireless environments.

Wireless technology is rapidly changing the way companies operate, providing employees with immediate access to business-critical applications and data regardless of their location. Employees can now respond to their customers' and colleagues' requests in real time which helps optimize their overall productivity and performance.

One company that is enjoying the business benefits of wireless technology is Australia's largest privately owned healthcare distributor Device Technologies.

With over 200 people working from offices in every Australian State, as well as in Auckland, New Zealand, Device Technologies markets and sells a range of technologically advanced medical device equipment and consumables.

Most of the workforce is mobile as the company covers such a vast geographical area and thanks to SonicWALL's network security solutions and services Device Technology's employees have immediate, seamless, secure access to highly confidential propriety customer data while on the road.

Working in partnership with Internet Security Specialist Busi-Soft, Device has put in place a robust and secure broadband based wireless VPN that is supported by SonicWALL network security appliances and up-to-the-minute security services.

"Thanks to SonicWALL we have enjoyed rock-solid security," explains Scott Perks, IT Manager of Device Technologies Australia.

"Our people have been able to perform at optimal levels as the SonicWALL solution has improved their access to the business network as well as its reliability. Most importantly we are confident that the data traveling throughout our wireless network is fully protected and secure thanks to SonicWALL."

The SonicWALL VPN links all of the regional offices in a secure and redundant wireless environment. SonicWALL TZ 170 Wireless appliances and SonicPoints have been installed in each regional office as well as in the homes of individual managers. All of these security devices connect via encrypted VPN tunnels to two SonicWALL PRO 5060 firewalls which are set up in HA mode at the head office. A SonicWALL PRO 2040 provides a remote back-up to this main firewall, ensuring optimal uptime. A SonicWALL SSL-VPN 2000 ensures employees out in the field enjoy secure mobile and wireless LAN connectivity on the network.

## Device Technologies Case Study

*“SonicWALL is far more than a network security solution per se. This security solution is a powerful business enabler – and we have achieved some incredible efficiencies and customer service improvements as a result of our SonicWALL investment.”*

– Scott Perks,  
IT Manager of  
Device Technologies  
Australia.

### SonicWALL Benefits

#### Performance

Broadband wireless connectivity enables seamless access to the network, ensuring maximum uptime and dramatically improves customer service levels and company management processes.

#### VPN for Secure Remote Access

SonicWALL's VPN-enabled wireless network security appliances enable fast, secure, highly available remote access to the network, ensuring secure exchange of proprietary customer and company data.

#### Lower costs

Leveraging the broadband-based wireless business network and appointing Busi-Soft as its MSSP, Device has dramatically reduced infrastructure costs while improving network management efficiencies. Wireless security solution provides cost effective value for investment.

Layered into this solution are SonicWALL specialist services for complete gateway anti-virus, anti-spyware and intrusion prevention which ensure the company enjoys the highest level of protection from threats and intrusions. Regular updates are automatically downloaded and installed throughout the VPN. A SonicWALL CSM 2100 CF ensures comprehensive content filtering is achieved throughout the network. Using SonicWALL's easy-to-use wizards, security policies have been centrally created and are enforced on an individual and group basis over encrypted VPN tunnels to ensure maximum security for the network.

Device Technologies also uses SonicWALL for its central VPN termination solution to ensure that VPN traffic does not burden network performance.

To derive the greatest benefit from this solution while also realising cost efficiencies Device has appointed Busi-Soft Computers as its Managed Security Services Provider. Using the unique SonicWALL Global Management System (GMS) software Busi-Soft centrally and remotely manages all of Device's firewall appliances and VPN gateways, uploading regular security service updates throughout the VPN to ensure complete up-to-date security at all times.

Thanks to the SonicWALL ViewPoint graphical reporting tool Busi-Soft can easily translate log data about firewall attacks, bandwidth usage and user activity into meaningful reports. Device uses this data to update its employee Internet usage policies to ensure high levels of productivity are maintained throughout the business.

“This is especially important when managing a predominantly mobile workforce. We need systems in place that provide us with full visibility of what's happening in the business and that's exactly what the SonicWALL system allows us to do,” explains Perks.

Another key benefit of the SonicWALL solution is the ease with which employees can seamlessly move through network zones with minimal drop-outs from the system, thanks to state-of-the-art secure wireless technology.

Cost has been a key factor behind Device's decision to invest in SonicWALL and the affordability of this solution has been of great appeal to the management team.

“Device has an enterprise class network security solution in place that cost a fraction of what they expected to pay for such comprehensive security”, explains George Poutakidis, Director of Busi-Soft Computers. “And a broadband based VPN is low cost compared to a traditional network like frame relay. Device has a best of breed solution which is highly reliable, incredible powerful and has allowed the company to improve its communications and productivity.”

Finally the wireless nature of the network infrastructure makes it easy and cost effective for Device to quickly establish networks in new environments without the expense or delay of waiting for wires to be pulled. Additionally, it takes a matter of seconds to add new users to an existing wireless network, meaning new employees are up and running within minutes of arriving at work for their first day.

“We cannot speak more highly of the solution – it's simple to deploy, scalable and affordable while providing the comprehensive level of network security our company demands to grow our business”.

“Importantly, SonicWALL is far more than a network security solution. This security solution is a powerful business enabler – and we have achieved some incredible efficiencies and customer service improvements as a result of our SonicWALL investment,” concludes Perks.

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