

A client Case study for an IT company. Names and identities are disguised for copyright reasons.

Teemon, is a manufacturer of defence equipment. A highly security conscious, quality driven business, Teemon was looking for support in developing their I.T. infrastructure...

EASY ACCESS FOR REMOTE USERS

'Token' solution to access secure, internal data via the web

John Smith is I.T. Manager for TEEMON. He has used IT-tique for 5 years to provide support and maintenance and to upgrade and develop TEEMON's I.T. infrastructure.

IT-tique solved problems left by a previous I.T. support company, initially building a new Novell network 5.1 server, consolidating the existing GroupWise for mail, then rolling out a new server to the office. They added Border Manager firewall, external email and internet surfing.

Suffice to say, IT-tique have been with TEEMON ever since.

Recently, TEEMON wanted to streamline their business processes by extending services out to remote users - principally, a team of security experts who are constantly on the road, and who deal directly with high profile clients. Whilst this team is essential to TEEMON's business, their remoteness poses problems for Head Office, who need to keep their team up to date with company policy and product developments but without compromising security.

After careful assessment of the level of access required and the security implications, TEEMON asked IT-tique to improve the network and install Novell I-chain and token access.

This is a remote access programme that allows right of entry to mail, internal applications and files; via any web browser, anywhere, on any machine with internet explorer. It is totally secure and eliminates the need for TEEMON's remote users to carry special lap-tops, while giving them 24/7 access to company data.

John explains;

"...Members of staff who are away from base carry a token with them that generates a nine figure security code, allowing secure access to TEEMON's internal servers"

Having agreed the solution, IT-tique installed the system, including Novell Nmass, and an Apache web server and then they configured the servers. Working with John, they conducted an extensive testing period before the system went 'live.'.

The completed system has worked above expectations, has integrated seamlessly with the existing infrastructure and was delivered on budget and on time.

IT-tique have now been tasked with putting in an additional intranet back-end to give the team on the road access to email, and to a forum or 'bulletin' board, so that remote workers are now kept up to date and in touch with company culture and developments.

In summary John says that IT-tique are:

".. Technically superior to any supplier we have used. They know their stuff inside out and we trust them completely. They will bend over backwards to sort things out."

IT-tique – Brilliant at I.T.
