

How do I use new technologies to measurably increase employee productivity?

Deploy an easy, open and secure Workforce Mobility Solution.



Major Oilfield Service Company

Situation

Traveling executives and a mobile sales force for a major oilfield service company had only limited access to corporate data such as email, customer information, and sales information when away from the office. The existing remote access solution consisted of an older VPN that required a proprietary client and an AT&T global dialer. Numerous issues concerning security, reliability, coverage, and speed existed with this solution.

Solution

The oilfield service company approached Accudata Systems to analyze the situation. Accudata Systems recommended a new approach to its mobile environment that could serve both executives and sales force: iPass (a new global dialer to replace AT&T) and SSL VPN. To deliver its corporate applications to remote users in a fast and effective manner, Accudata Systems recommended the company deploy a Citrix solution.

Resolution

The company realized a 35% cost savings by implementing iPass as the universal dialer. Additionally, they gained coverage in virtually every area where they did business, a significant difference from the limited coverage provided by AT&T. After implementing an SSL VPN, the company saw VPN related support calls decrease by 70%. Additionally, the SSL VPN did not require a client, greatly expanding where it could be used (i.e. kiosks and internet cafés). A Citrix solution allowed remote access to the company's ERP solution, something never before accomplished. It greatly accelerated access to email and other critical applications. For the first time, executives and other mobile users could be efficient and effective while outside the office.

Major Texas Law Firm

Situation

Traveling attorneys and trial teams at a major Texas law firm were unable to easily access documents and other data while disconnected from the main office. The firm's current solution to the problem was for attorneys to download as many documents as possible to laptops before leaving the office and hope that all necessary documents were there. On many occasions however, they found that a required document was not downloaded, and they had to scramble to gain access to the document or do without the information.

Solution

The law firm requested Accudata Systems to assess the situation and recommend a solution. Accudata Systems recommended implementing a Citrix solution for application delivery coupled with Sprint's Air Card service for wireless Internet access. A secure Citrix infrastructure was installed to alleviate the concern for data security at the law firm.

Resolution

Law firm employees now have access to documents and other support information over a wireless Internet connection available wherever Sprint cell phone coverage exists. Citrix provides a thin application delivery platform, where users have seamless access to the standard firm application suite. It's just as if they were in the office: processing occurs on the Citrix server and the user experiences no significant delay in applications even over a wireless link. Remote access to data is secured with Citrix Secure Gateway and RSA SecureID two-factor authentication. Additionally, attorneys can now access information via the Internet from within the courtroom using the Sprint Air Card. A trial team can retrieve information real time, which ultimately leads to a more successful outcome in the courtroom.

