

## **Targus International Group Lowers Costs, Improves Security, and Boosts Productivity with Fiberlink Remote Access Solutions**

As the leading global supplier of cases and accessories for today's mobile lifestyle, Targus Group has helped make the lives of many road warriors more convenient and secure for over 20 years. And for many of the same reasons, when the company was searching for a remote access solution to support its own mobile and remote workforce, Targus selected Fiberlink.

### **The Challenge**

The challenge for Targus was to find a solution that would allow its mobile and remote workers to maintain the same level of productivity on the road as in the office. "In a typical company you might see a ratio of 70 percent desktops to 30 percent laptops," said Chuck Farner, director of IT delivery at Targus. "We're the opposite, mostly because we are in the mobility business and we have a lot of people that travel, work from home or have requirements that a laptop meets," he continued.

Although Targus' previous remote access provider supported dial-up remote access over a private network, broadband users were left scrambling to find a way to securely connect to the company's network. Not only did this result in a rise in unbudgeted remote access costs, but Targus employees also became frustrated with the technical challenges associated with determining when and how to connect to the company's network, flooding the IT department with support calls.

### **Finding a More Comprehensive Remote Access Solution**

"After conducting a global SWOT analysis of our computing environment, we determined that our existing provider of remote access services was not as flexible, easy to use or as secure as we would have liked them to be, in addition to being very expensive," explained Farner. "We wanted to find a more comprehensive remote access solution that would offer our employees greater broadband communication options to access corporate resources without compromising the security of our network," he says. "However, it also came down to our reputation as a solution provider for the mobile community - we are expected to be technology savvy, especially in the area of remote access and security."

### **The Solution**

Targus reviewed a number of remote access solutions before deciding that Fiberlink's solution was best suited for its needs. The decision was based on the fact that Fiberlink's solution had the ability to integrate security and remote access into a single comprehensive solution, ensuring seamless connectivity and total compliance with corporate policies regardless of users' access type, device, or location.

“As we discussed our remote access wants and needs with Fiberlink, we appreciated that they listened and understood what we were looking for today and into the future,” said Farner. “Fiberlink has been able to provide us with the capabilities we needed right away, and they are taking action to incorporate our needs into their future products.”

The Fiberlink Global Remote software client integrates all the necessary connection and security elements of remote access into a single user interface, taking the guesswork out of mobile connectivity thus maximizing productivity. Whether a Targus employee uses Wi-Fi, broadband or dial-up access, Fiberlink provides a more robust, seamless, and less costly remote access service through an intelligent software-based client solution.

Fiberlink was able to assist Targus in deploying the solution to their global workforce in under three months. “Managing the logistics of 45 different countries is a tremendous challenge,” said Farner. “And, when you rollout an application like this to people all over the world you have to deal with different time zones and language issues, not to mention the fact that any time you deliver something new, some employees will be resistant to change,” he continued.

### **Deploying a Stronger and More Effective Remote Access Solution**

With Fiberlink Global Remote, Targus’ IT staff is now able to enforce corporate and security policies for users trying to connect, down to an individual user level. For example, in order to establish a connection to the network, Targus employees must be running corporate mandated versions of Cisco VPN software, and Real Secure Desktop Protector™ personal firewall in addition to a Norton Anti-Virus with the most current virus signatures. With the Fiberlink solution, Targus is able to prevent laptops that are not in compliance with policy from accessing the corporate network.

According to IDC, protection from blended threats requires a comprehensive security solution that contains unified layers of defense and response mechanisms with centralized management. The driving force behind the Fiberlink solution is its ability to allow users to connect back to their corporate network in a secure manner – without putting the corporate network at risk. And, it is simple to use and easy to deploy.

Farner says that the Fiberlink approach is able to identify and put an end to employees who were by passing the company’s security policies. “The Fiberlink solution has helped us maintain an effective threat management solution by not allowing users to access the corporate network *until* they are in compliance with our corporate security policies.”

### **Diagnosing and Addressing Problems Before They Escalate**

Targus also began using ConnectView, Fiberlink’s reporting system to proactively diagnose, and address problems before they escalate. ConnectView

can track network activity down to the user level, monitoring who is connecting, how long they are connected, and what services they are running. This helps the Targus IT staff better manage network capacity and understand the needs of their employees.

## **Results**

Fiberlink has improved the productivity of Targus employees around the world by providing them with a remote access solution that supports the company's growing operations. It has put the control, security, and management of global remote access back in the hands of the Targus IT staff, all while driving down ongoing operating costs.

"The bottom line is that connecting to the corporate network for Targus employees is now seamless, easy, fast, and secure," said Farner. Before Fiberlink, the complexity of remote access was stifling. Employees wanted more options so they could use broadband at home, and Wi-Fi at the airport or a coffee shop. With Fiberlink, we can make these options available without putting our network at risk. In fact, we're more secure than ever."

## **Fiberlink Cuts Costs and Simplifies Policy Management**

With Fiberlink, the Targus IT staff is less concerned about how employees are accessing the network because Fiberlink's policy-centric solution enforces secure behavior before network access is permitted. "Before we deployed Fiberlink, we weren't able to centrally manage our security policies, but now we can manage them much more easily," said Farner.

The Fiberlink solution has cut Targus' access costs by nearly 50 percent and has slashed the number of help desk calls by more than 70 percent. "We don't have to worry about employees managing different clients because Fiberlink provides one intelligent access manager regardless of users' access type, device or location," explained Farner.

With Fiberlink's robust reporting capabilities, the Targus IT staff can now see where problems are occurring in real time, rather than trying to remedy issues after the fact. They can also monitor how users have been connecting, what problems they've had in the past, and what activity has occurred up to an employee's last call to the help desk. This information helps the Targus support desk anticipate, identify and resolve problems more effectively and efficiently than ever before.

## **Looking Ahead**

In the coming months, Targus plans to take advantage of Fiberlink's Wi-Fi service offering. Targus employees will be able to use the same Fiberlink client to connect to the network that they currently use for broadband and dial-up access with no additional client support needed on the back-end. "With so many of our employees traveling globally, it is important for us to be able to support all forms

of access from dial-up to wireless. Fiberlink Global Remote makes it easy by allowing mobile workers to use the same user interface whether they are connecting via Wi-Fi or other access methods,” he says. .

Fiberlink’s solutions provide its customers with more remote access options by offering an improved performance and features, a standard management platform, considerable deployment flexibility, and a vehicle to mitigate security risks.