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Boon Leng, Koh
Manager of Technical Support and Data
Centre Operations



Eagle Global Logistics Asia Pacific Holdings leverages F5's FirePass SSL VPN for security and ease-of-connection, in a connected world.



Industry:

Logistics

Challenges:

- Global business that operates 24 hours a day, 365 days a year
- Security of information resources for agents and customers
- Simple to implement across a variety of IT contexts

Solution:

F5's FirePass® Controller

Benefits:

- 24/7 access to information resources, anywhere in the world
- Easy to use
- Easy to implement
- Stable

Overview

Houston, Texas, USA-based Eagle Global Logistics (EGL) is a worldwide logistics solutions provider. With about 10,000 employees in 100 countries across 6 continents, EGL operates 24 hours a day, 365 days a year.

The firm is involved in Global Transportation (ground, air and sea), Logistics Management, Customs Brokerage, and offers customers real-time information that is timely and easy to access, allowing customers to maximize their resources. Operating all over the world, across continents and across different platforms, EGL's IT needs are challenging.

Challenge

EGL's IT system relies on a robust global MPLS network with Internet-based / web-enabled applications. Internet access makes its supply chain infrastructure highly visible to internal and external customers, and yet has to remain secure.

The search for EGL's solution required a robust system that was compatible across platforms and scaleable. Security and ease-of-implementation were also important factors that were considered during EGL's search for a solution.

EGL Asia Pacific Holdings' Manager of Technical Support and Data Centre Operations, Mr. Koh

Boon Leng said: “F5’s FirePass was easy to install, we were able to deploy it rapidly. Two of the major selling points were the strong customer support from F5, and the product’s reputation for well protected end-point security.”

Solution

F5's FirePass SSL VPN appliance provides secure access to corporate applications and data using a standard web browser.

Delivering outstanding performance, scalability, ease-of-use, and end-point security, FirePass helps increase the productivity of those working from home or on the road, while keeping corporate data secure.

FirePass is HTTP- or HTTPS-based, enabling cross-platform connectivity. This means that users only need Internet access and a secure Internet browser to connect to EGL's system.

The system facilitates intranet access by internal customers. By virtue of using a HTTP or HTTPS user interface it is easier to share clear user instructions and offer user support via the basic interface.

The installation of FirePass also provides staff, third-party partners and external customers easy access to the company's information resources.



According to Mr. Koh: "The solution was rolled out by EGL in two weeks. This time frame included time for installation and training. The fast implementation translated directly into money saved on migration and training costs as FirePass also allows HTTP and HTTPS connectivity."

This ease of installation also facilitates the rapid set up of EGL offices and agents, allowing the firm to expand quickly according to the global demand for their services and gives EGL a competitive edge over its competition.

Since the global logistics business is a highly fluid and dynamic environment, EGL is engaged in vigorous growth in highly differentiated economic contexts, from modern industrialized economies to emerging economies. EGL's global position was enhanced by the FirePass system

as there was no need to invest resources into expensive leased line connectivity systems.

Also, the nature of EGL's business in less developed parts of the world makes access to a secure and reliable connectivity system all the more important to its core business function as a logistics solutions provider. In many cases, local agents and partners might only have dial-up access. FirePass system's ease-of-use lies in its ability to accept connections from all manner of sources, from Intranet users, broadband users and even dial-up users.

Conclusion

In Singapore, EGL Asia Pacific Holdings Company Pte Ltd used F5's FirePass 4100 platform as their system of choice as they needed a system that would support a user base of 2,500.

FirePass was used as it is a solution that is reliable, easy to implement and was thus an excellent solution under all circumstances.



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