



“Staff can now access network drives, Outlook and most importantly the CRM system. If staff are not in the office they can still place orders, check sales, and produce up to date reports from the system.”

Justin Tye
Managing Director

eXeed creates flexible and secure mobile workforce with F5 solution

Industry:

Information Technology Reseller

Challenges:

- Functional, flexible, secure network access from any location

Solution:

F5's FirePass® SSL VPN

Benefits:

- 24/7 access to corporate applications from anywhere
- Increased productivity
- Improved customer service

Overview

eXeed Ltd is an IT distributor focused on the HP brand. It also distributes Microsoft products, F-Secure Internet Security, Simpletech Memory and Woosh Wireless broadband solutions. It provides the reseller channel with excellence in knowledge and service around the HP/Compaq range of products and offers a choice of distributors to work with. eXeed also offers specialist skills in pre-sales configuration support in all HP hardware categories.

Challenge

eXeed needed a solution to give staff remote access to the company network. Up to six staff work remotely, some on a permanent basis, and some as sales executives that need to be on the road visiting clients.

Justin Tye, managing director, eXeed, said, “Some of our staff need to be able to access key business functions on the company network such as email and the CRM system, so they can provide quotes and supply reports to customers while on the road or at home.

“We needed to make it easy for staff to connect to the network but more importantly, it needed to be secure so that laptops logged into the corporate network don't get infected with viruses putting the rest of the company at risk.”

Solution

Justin spoke to his supplier Obcrest for trusted advice on a solution and Obcrest recommended F5's FirePass.

“F5 FirePass lets us connect securely from a remote location to the network creating a link that is



completely secure. Staff can login from anywhere via a URL webpage and after completing a few layers of security they can access an open remote desktop, which looks the same as a desk in the office.

“Obcrest installed F5 FirePass very quickly. The installation was incredibly straight forward, and within three days we had been trained on the system and it was up and running.

“The security features of FirePass mean that if a staff member logs in and their anti virus software is not fully up to date, they are required to update the software first. Additionally, if the user doesn’t have an anti virus package installed no access is granted at all. This is vital as it protects the rest of the company against virus attacks.”

Conclusion

eXeed is very pleased with the results since implementing F5 FirePass.

“Staff can now access network drives, Outlook and most

importantly the CRM system.

These are all things that are unique to our business and its functioning. If staff are not in the office they can still place orders, check sales, and produce up to date reports from the system.

“This has provided a huge amount of flexibility to the company as we can now deploy our workforce in a different way. For example, we now have part time workers doing operations work, and staff that are on the road can do things there and then. This all improves productivity and enables us to deploy more customer facing roles. Before we implemented FirePass, this simply wasn’t possible. “

The solution in action

Recently eXeed took the entire company to an offsite in Queenstown. It has not been possible for the entire company to attend before, as 1000 customers need to be able to contact them at any time.

“It would have a large financial implication if we shut down

business just for one day as lots of revenue travels through the business everyday,” said Justin. “Business continuity is key to the running of our company.’

However, eXeed was able to re-route the phone systems to cell phones and thanks to the secure mobility provided by FirePass, it seamlessly cut over business to Queenstown.

“It didn’t affect the clients at all – they didn’t even know that they were talking to people in Queenstown. This exercise would be vital to our business if, for instance, the whole company was sick or if there was a disaster such as the bird flu epidemic. Our business could continue functioning as usual with remote operators.”

“Our experience with F5 FirePass has all been good. It is reliable and secure, the two main things we needed in a solution,” concludes Justin.

F5 Networks, Inc.
Corporate Headquarters
 401 Elliott Avenue West
 Seattle, WA 98119
 (206) 272-5555 Voice
 (888) 88BIGIP Toll-Free
 (206) 272-5556 Fax

F5 Networks
Asia-Pacific
 +65-6533-6103 Voice
 +65-6533-6103 Fax
 info.asia@f5.com

F5 Networks, Pty Ltd
Australia
 +61 (0) 2 9978 1555 Voice
 +61 (0) 2 9978 1517 Fax
 f5anz@f5.com

F5 Networks, NZ Ltd
New Zealand
 +64 9 357 5085 Voice
 +64 9 358 7340 Fax
 f5anz@f5.com

www.f5.com