

SMB Smart Solutions™

Helping Small and Medium-sized businesses with Security, Productivity and Cost concerns.

Remote Access



Problem

A medium business has a local office and two in India. Employees from all offices often need remote access. Remote access was terminating during the process. They had data access performance issues. They were unable to provide secure MPD access to their Clients. They had limited Citrix client connections, limited Go to My PC licenses, they were unable to access corporate documents and they were unable to access the company's global e-mail system. In short, remote access did not work.

Solution

ACS documented business processes across the organization, including remote office and remote work environment. VPN access using the Sonic Wall client was implemented, as well as Microsoft web e-mail services. We setup a spam and virus free e-mail solution for local and remote access by adding Norton anti-virus for Server and PC. We established on-site, remote management and Help Desk services, procedures and policies.

Results

This new network allows the India office to be connected to the US live and on the same backbone, as if it was a local branch office. Local and remote customers and employees all now connect, seamlessly and effortlessly to the appropriate systems.