

CASE STUDY

Industry: Telecommunications
Application: Intranet Remote Access
Solution: Array SSL VPN



Top Instant Messaging (IM) Service Provider Uses Array SSL VPN Platform for Intranet Remote Access

About Tencent

Tencent Group is a leading provider of Internet and mobile value-added services in China. The Group serves the largest instant messaging (IM) community in China as measured by registered IM user accounts. The Company's IM platform allows users to communicate in real-time across the Internet, and mobile and fixed line telecommunications networks using various terminal devices.

Tencent operates three principal lines of business: Internet value-added services, mobile and telecommunications value-added services and online advertising.

With many employees working from multiple sites as well as from home, Tencent Group gave a directive for provision of access to intranet applications over the internet in an effort to maximize fast, educated business decisions. An underlying prerequisite was that this should not jeopardize corporate security.

Challenges

Tencent Group has a clear business need for uninterrupted corporate communication at all times. A good proportion of the company's employees work from remote sites, move around between sites and sometimes work from home. They have to keep in touch with their email inbox and Tencent news on the intranet in order to make informed, speedy business decisions.

Another need was to provide remote access (Layer 3 VPN connection) to system and network administrators in its System Engineering and Maintenance Department, so those admins can work remotely via SSL VPN.

Before they discovered the Array's SSL VPN, Tencent was using Cisco's PIX 525 IPsec VPN solution. Overtime, Tencent discovered the weak spots related to IPsec technology, which requires

the installation and configuration of special software on all clients when used for remote access.

"Array offered the highest level of functionality and scalability, with an attractive price to performance ratio. We are very impressed by the technology behind their SSL VPN solution, as well as their dedication and commitment to customer services"

- Zhang Zhidong, Chief Technology Officer, Tencent Technology

Since their IPsec VPN could not always be used at remote sites, it was decided to implement a single, company-wide access solution that would provide uninterrupted, anywhere, anytime access to mail, OA and other intranet applications; that would not compromise security in any way; that was easily scalable (the number of users and applications); and that could be managed centrally.

Problem Solved

Instead of the cumbersome IPsec VPN, now Tencent Group can provide clientless remote access via SSL VPN solution for its users. Zhidong's team quickly realized the benefits of clientless access to email and business applications -- employees simply launch a Web browser on any computing device with an Internet connection, including those provided at customer locations and direct the browser to the URL defined for Tencent Group's portal. Upon logging in and being authenticated, Tencent Group users gain access to all applications they are authorized

Challenges

- Need easy remote access to the corporate intranet, without sacrificing security
- Single, company-wide access solution that will provide uninterrupted, anytime, anywhere access to email
- IPsec technology required the installation and configuration of special software on all clients used for remote access

Results

- One infrastructure to allow for collaboration and increased productivity
- Leverage of information and business resources on Tencent Group's corporate network
- Remote access based on permission level
- Increased network scalability and security
- Single point of entry for users

to see in the same way as if they were physically at one of the company's locations.

Zhidong's team also quickly realized that the Array SSL VPN has become a core part of their business by replacing the Cisco VPN and dial ups connections, had limited the number of remote users they could have. Having the SSL VPN, a laptop and the Internet, their employees can now get access to their network and their e-mail from anywhere, anytime. Which has already proven to be extremely convenient and a huge success.



Array Networks, Inc. 1371 McCarthy Blvd Milpitas, CA 95035 www.arraynetworks.net
Contact Info: sales@arraynetworks.net or call 1.866.MY.ARRAY 408.240.8700 main 408.240.2753 fax

