



Company:

DTDC Courier (DTDC)

Industry:

Logistic and Courier.

Business Need:

1. To take advantages of the Internet to cut remote access costs through leased lines, cut down on local administrative, maintenance and infrastructure support. At their branch offices To allow secure access to its centralized applications, Consolidation, Online reports, improvise flexibility to their franchises. By being part of the extranet.
2. To reduce cost of setting up branch offices and franchisee offices
3. Reduce cost of ownership of maintaining computing infrastructure at branch office/franchisee office.

Solution:

Propalms VPN :

1. Propalms VPN provides a secure access infrastructure as well as ongoing system management to address Customers remote access needs .

Result:

1. Increased productivity, as franchises, branches and agents were able to use Internet as a medium to remotely access their centralized applications there by increasing better revenue streams and customer loyalty.
2. Dramatic reduction in cost of operations.
3. Increased security and responsiveness to customer needs.
4. Did not have to change application.

About DTDC

The Customer an Indian Courier Giant is headquartered in Bangalore , with 4 of its Zonal Offices at Delhi, Kolkata, Chennai & Mumbai, evenly managing North, East, South & West of the country respectively. The Customer has expanded the delivery network across the length & breadth of the country, thereby creating the nation's Largest Domestic Delivery Network. The business is micro-driven through its Regional Strategic of over 3,700 Franchisee.

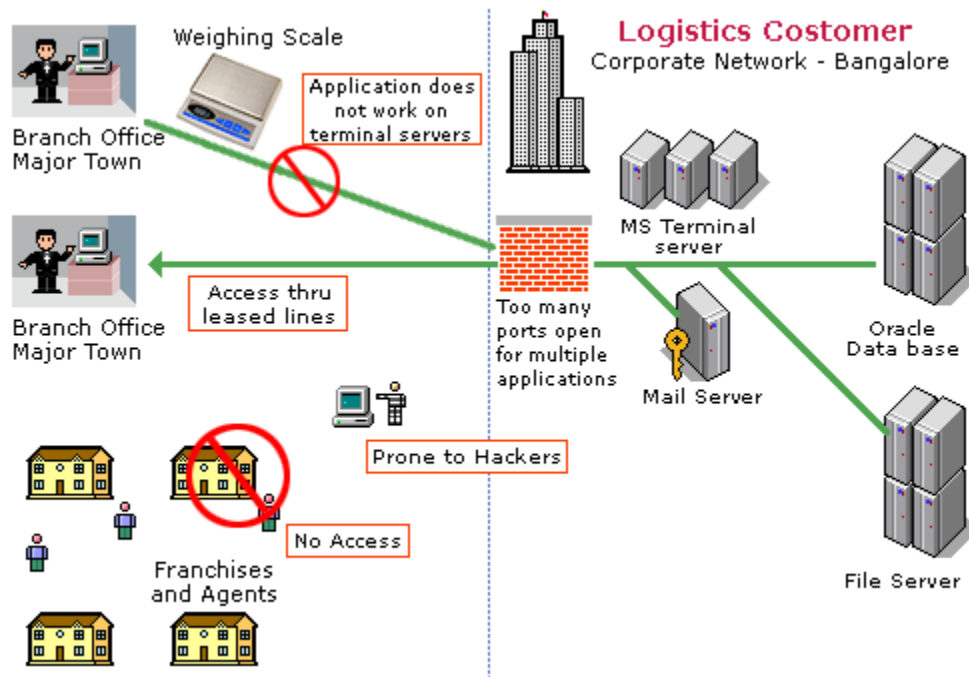
With its widespread success in the domestic domain, the client has extended its service network around the world too –London office caters to the European Continent, while its New York office covers America, at the Asian continent, Singapore office serves the Far East, while Dubai office manages the Middle East, & all the SAARC countries are serviced from the Indian subcontinent.

Setup at DTDC

They have offices located in about 150 locations in India and other parts of the world, apart from these locations they have franchises and agents across the country. Their network infrastructure is distributed; only their main braches were interconnected thru leased lines. Consolidation used to happen office line by collecting data at a delayed phase for their other branches and franchises.

Key issues:

The recurring cost of leased lines is highly expensive per year. Availability of having leased lines in minor towns was a limitation. Investment in infrastructure from franchises and agents was not a feasible option for leased line and internal security for the systems in client's location would be exposed. An alternative method of secure remote access that is reliable was needed.



The branch offices / franchises had the client server application connected to their weighing scale device which was direct input to the application client. The Server based computing model was failing in this mode as the application client sits on the terminal server.

The Customer needed a quick method of secure remote access to its centralized application with less deployment time and quick availability for all the stakeholders.

Key Reasons why they Selected Propalms VPN

Security with Propalms VPN

The first issue one encounters when Remote Access is contemplated is security. Propalms VPN offers outstanding security features. These features are:

Encryption using SSL. There can be some argument that this is not beneficial to organizations that have leased line connectivity. Regardless, whatever transport technology you adopt you run a real risk of passing unencrypted data via devices you do not manage. Worse, individuals who are hostile to your organizations interest can manage them and can gain access to your data. Hence encryption is a tool useful for all.

Once your firewall is set up you do not have to make any changes to it whatever applications you deploy.

Propalms VPN supports strong authentication using LDAP, RADIUS, PKI, Smart Cards and Biometrics. Hence all applications can get the benefit of strong authentication.

Secure Remote Access Strategies

There are fundamentally two remote access strategies was possible for LOGISITIC INDUSTRY CUSTOMER

Server Based Computing

Access via VPN

Each of the above comes with different costs of ownership and has different efficiencies in their operating scenarios.

Server Based Computing

In server based computing a client/server computer functions like a traditional multi-user computer. This implies multiple instances of an application execute in context of different users on the server. Clients access application using terminal emulation protocols such as Microsoft's RDP, VNC, XVNC , and/or Citrix's ICA. Server based computing traditionally has the following advantages:

The data traffic between the client and the server is limited depending upon the efficiency of the protocol

The task of maintaining clients of application on the remote user is reduced significantly

Overhead of managing the remote client security is reduced significantly

This technique has the following disadvantages also:

Hardware requirements on the server side can be expensive

One has to "right size" the server side computing environment and this is often a guess despite getting the best of resources

Terminal Services software comes with a cost. Cost can range between \$69 (Rs. 2300) to \$100 (Rs. 4500) per user depending on the technology acquired

One overriding advantage is that bandwidth requirement is low because of less traffic between client and server. Bandwidth is something the ISP controls and in most conditions organizations have no control over it.

One can control costs by using open source Linux based terminal services however if the application is not designed to run on Linux then one has incur the cost of re-engineering the application. However, because of richness of tools available on Linux extremely low cost strategies can be evolved for making remote access available to the following class of applications made available:

DOS based applications

Certain Windows based applications such as Microsoft Office.

ASP based applications

Server Based Computing with Propalms VPN

The Propalms VPN product delivers the full benefit of traditional server based computing with several additional advantages. These advantages are:

It proxies all access hence the Application Server need not be deployed in the DMZ

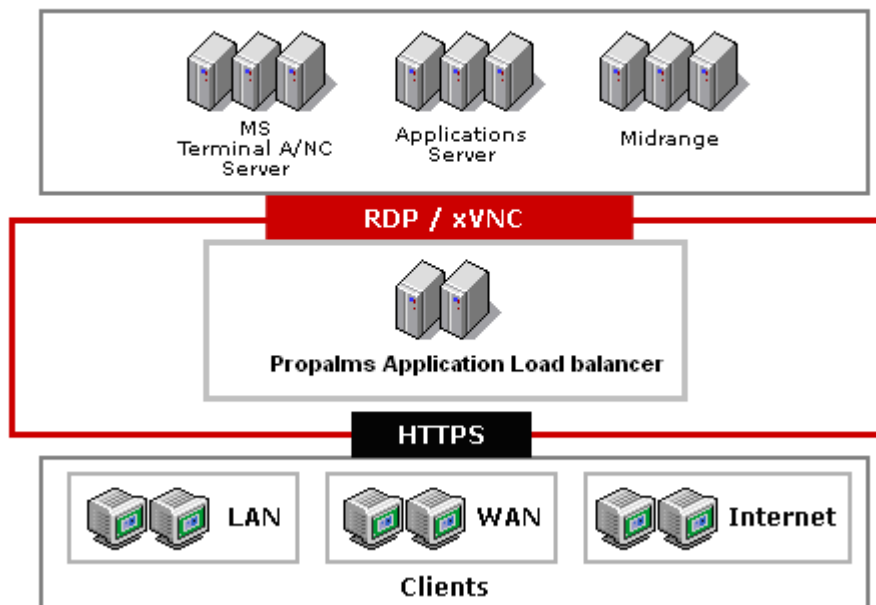
Provides SSL based access with PKI

Provides access from non Microsoft clients

Provides access from kiosks

Does not require port forwarding of TCP ports used by any server based computing protocol

Propalms Server based Environment



The Customer found this to be of great advantage as it reduces Hardware infrastructure and support personnel.

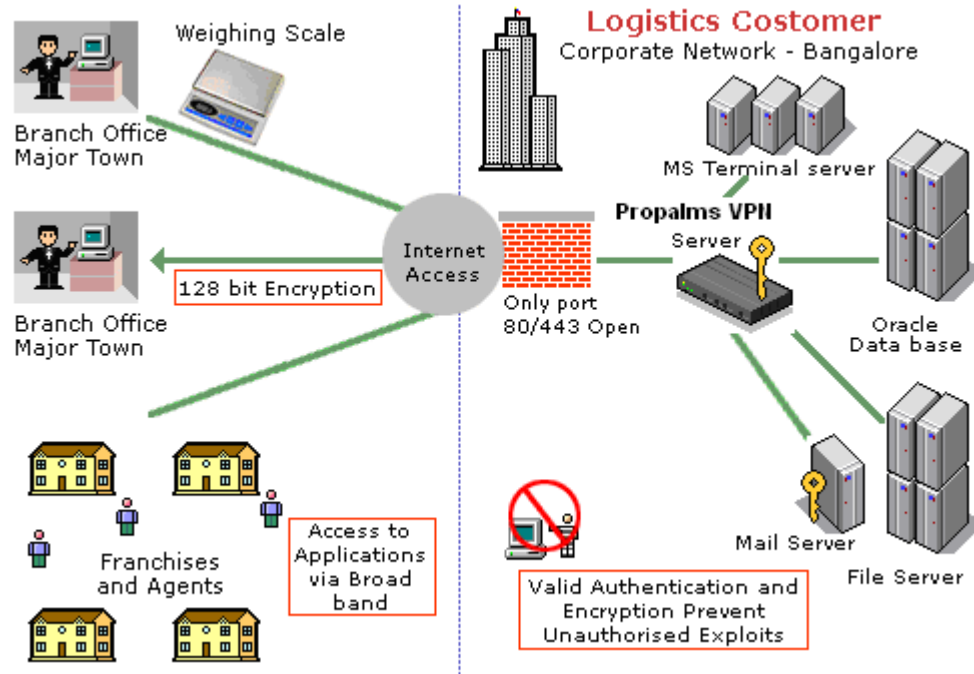
Propalms VPN Secure Remote Access Solution for Logistics Industry

In the logistic markets, competition and business among courier companies is expanding with the opening of the Indian economy. Customer satisfaction and loyalty is critical. From its humble beginnings, the customer has grown into an organization with 1,000 plus staff and about 3750 franchises. With expansion of franchises it needed to monitor sales, delivery mechanism and amount of cargo which would be shipped in their various mode of transport.



Case Study – DTDC Courier

Propalms VPN offered an ideal solution for the client to provide secure remote access and application security to all its branches and franchises regardless of their location to their Centralized applications for processing their business needs.



Propalms VPN offers a single secure access trusted infrastructure for both Intranet applications and centralized applications that can scale to the company’s users’ demands. The Customer benefits included

Workforce mobility. Employees, business partners, and customers were provided secure anywhere access to network resources

Continued scrutiny of expenditures. The client seeking low-cost solutions that integrate seamlessly with existing resources and can scale to accommodate growth

Increased productivity, because it works in more wired and wireless environments—from devices including home PCs, kiosks, and PDAs.

Lower costs, because it is clientless, and reduces management and support calls.

Increased security suited to remote access—by providing granular access controls and endpoint control.