

Keyfort brings ICG offices closer together with SSL remote access



The International Cooling Group (ICG) is one of the top companies in Europe when it comes to the design and manufacturing of heat exchangers, coolers and condensers for both the refrigeration and air-conditioning industries across the world. They provide for and support several key markets, including the food retail industry, air conditioning and industrial process cooling. With its headquarters based in Fareham, UK, ICG has offices in Berlin and Sarrebourg, France, and works with distributors from Europe to Australia. With people needing to communicate across the globe on a daily basis, it is imperative that ICG has the right network in place to allow efficient communication that they can trust.

Keyfort's experience in managing data and voice networks, for both the public and private sectors, allowed them to provide ICG with the most suitable solution for their business needs. Through understanding all the requirements, Keyfort proposed an SSL-VPN solution to provide effective and secure remote access to the corporate network. An SSL appliance was installed at the headquarters, which allows remote users to connect to the corporate network, without being restricted by their location. Thus users outside the central office in Fareham can now connect to the central company network, allowing them to store data and access important files. As only those who are authorized can access the network, ICG can work safely in the knowledge that their network is secure from outsiders.



The SSL solution has been implemented

within the existing network framework. Thus Keyfort are able to manage and maintain the SSL appliance as a part of the network, meaning that little extra work is created for those working in the IT department. Instead of ICG worrying about managing equipment in many different locations, they can enable remote users as required and leave proactive management thereof to Keyfort's managed service. Keyfort is able to monitor the entire network remotely, and are able to inform ICG when a problem does occur, even before they may notice the problem exists.

The SSL network has proved simple for employee's to use, regardless of their previous technical experiences. Little training is needed, and no new equipment is needed for individual employees. All that is required is access to the internet and a username and password, which are issued by the company. Within the SSL network, employees can communicate, no matter where they may be, through the sharing of data files or keeping track of orders and deliveries, as if they were in the same office, allowing people in different locations to communicate in an extremely efficient manner.

Rod Sawers, IT Manager at ICG explains; "The solution is working well. We have rolled it out to a number of people who are now using it regularly. At present the solution is mainly being used by home workers. We have always talked employees through the initial installation, including the NetExtender facility, but once installed most employees have needed very little training or assistance. As part of this pilot phase we are gaining a better understanding of the full SSL portal and Net Extender capabilities. We will use this functionality when we roll out SSL remote access to our German and French branches within the next few weeks"

Simply put, Keyfort's SSL solution for ICG has brought offices and remote users closer together, enabling them to provide a more efficient service for customers.