



SonicWALL

Royal College of Nursing cuts WAN security expenses with Dell SonicWALL

By deploying E-Class SRA, RCN reduced CAPEX and OPEX while adding protection and resilience



Customer profile



Company	The Royal College of Nursing
Industry	Professional Association
Country	United Kingdom
Users	400,000+ members
Website	www.rcn.org.uk

Challenge

- Improve remote access security and compliance
- Deliver a cost-effective and scalable solution that can be rolled out to an expanding user base

Solution

Dell™ SonicWALL™ Aventail™ SRA EX7000 with 250 concurrent users

Benefits

- Secure remote access to mission-critical applications and resources
- Support for a wide range of endpoint device platforms
- Clientless browser access or web-delivered thin client access for an "in-office" experience
- Business continuity and disaster recovery during unexpected disruptions

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Geoff Lewis
Network and Telecom Manager

Founded in 1916 as a professional organisation for trained nurses, the Royal College of Nursing (RCN) has evolved into a successful professional union. For almost a century, the RCN has pioneered professional standards for nurses in education, practice and working conditions. Today, as the 'voice of nursing', RCN has over 400,000 members and a widespread workforce, many of whom work from home or remote locations. The RCN deployed two Dell SonicWALL Aventail E-Class Secure Remote Access (SRA) EX7000 appliances to future-proof its growth, compliance and cost reduction.

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*Geoff Lewis
Network and Telecom
Manager*

The challenge: improve compliance while driving down costs

In 2010, a routine audit of the organisation's IT infrastructure indicated that additional levels of authentication were required for remote access.

Deeper levels of authentication would allow RCN to comply with data protection regulations and security compliance standards. This would give them more control of network access as well as the ability to protect confidential personal information of staff and members.

"One option we considered was the adoption of an RSA SecurID token based system," explained Geoff Lewis, network and telecom manager at the Royal College of Nursing. "However, with a need to improve our compliance and drive down cost, rolling this solution out to over 950 users was cost prohibitive. We needed something more creative."

Lewis sought an effective yet affordable Virtual Private Network (VPN) solution that could integrate seamlessly with the college's two-factor token-less user authentication software, Swivel® PINSafe.

The solution: Dell SonicWALL Aventail E-Class SRA EX7000

To assist in selection and deployment, Lewis engaged with proactive IT service, support and solutions provider, Icomm Technologies. After extensive evaluation, the team selected a Dell SonicWALL Aventail E-Class SRA solution. They configured two Dell

SonicWALL Aventail EX7000 appliances for 250 concurrent users to provide fail-over as a replicated pair, co-located at separate data centres in Cardiff and London.

The clientless EX7000 solution provides RCN with secure, easy-to-manage remote access control. The EX7000 ensures anytime access to critical applications for authorised users to only authorised resources, from a broad range of cross-platform devices. An RCN user accesses the network remotely by clicking a Dell SonicWALL Aventail desktop icon and logging-in to an SSL VPN form. The authorised user then inputs their PINSafe 'One-Time-Code' for two-factor authentication. Of note, since the solution combines a registered four-digit PIN and a random ten-digit security string that is different for each login session, a dedicated token is not required.

The results: compliant security, reduced expenses and greater resilience

By deploying Dell SonicWALL, Lewis was able to reduce the RCN's capital expenses (CAPEX) and operating expenses (OPEX).

"Fundamentally, we have generated real savings in terms of upfront investment and ongoing support costs," reported Lewis.

The clientless solution eased deployment and management, lowering administrative overhead costs.

"We no longer need to worry about further hardware expenditure if we want to add new remote users," acknowledged Lewis. "Provisioning a new user is simply point and click through a central management dashboard linked to our Active Directory user database."

The solution streamlined rollout and adoption, alleviating the support burden on help desk technicians.

"Change management can often be a concern when deploying new methods or processes of working, however, calls to our help desk pertaining to remote access have dropped dramatically," remarked Lewis. "This is testament to the

very user-friendly Dell SonicWALL interface. Our relatively non-technical and home-based staff members have adapted to the new process very quickly."

Lewis expects the solution will provide significant return on RCN's investment well into the future.

"The greater resilience and enhanced business continuity afforded by this truly next-generation approach has taken us a step well beyond current standards," asserted Lewis. "It is a faultless solution that has future-proofed RCN's progressive aspirations for growth, compliance and cost reduction."

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